



8.0 Docs-on-Demand and TeleConnect Guide

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Introduction

The RightFax Docs-on-Demand™ Module is a fax server-based document retrieval system that consists of two separate components: Fax-on-Demand and Web Fax Tools. Fax-on-Demand allows anyone to call in and request library documents via a touch-tone telephone. Web Fax Tools lets people request library documents from a Web site. Only library documents that have been made specifically available to Fax-on-Demand or the Web may be retrieved. For more information on creating and configuring library documents, please refer to the *RightFax Administrator's Guide*.

The RightFax TeleConnect™ Module gives you the convenience of 24-hour access to your fax mailbox via touch-tone telephone. You can use RightFax's automatic forwarding, printing, and notification features to manage your faxes at any time of day, from any location, with a single telephone call. With TeleConnect, you dial directly into the RightFax server and hear a menu of options that lets you:

- Retrieve your new faxes
- Retrieve a catalog of your faxes
- Retrieve specific faxes from the catalog
- Hear fax statistics
- Change your fax mailbox options

The Docs-on-Demand and TeleConnect modules are included with the RightFax Enterprise Suite™ server. For all other RightFax servers, these two products are sold separately.

Using This Guide

The *Docs-on-Demand and TeleConnect Guide* is designed for use by RightFax administrators who will be installing and configuring the Docs-on-Demand and/or TeleConnect modules.

This guide assumes that you have a significant working knowledge of the RightFax server, your Web server, and your computer network, as well as your servers' operating systems and the conventions used by software applications designed for those operating systems.

Document conventions

Notes and warnings in this guide provide instructions for special circumstances, side effects and product interactions, and important reminders.

- Notes include information that you may find useful but do not affect the integrity of your computer hardware, software, or data.
- Warnings always indicate that failure to proceed carefully may result in loss of data or damage to hardware or software. Always read and understand warnings before proceeding.

`Courier` font is used in this guide to indicate text that you enter, command line text, or ASCII or other text. This font is also used to set examples off from the surrounding text. If the text contains variables (such as a command line with variable parameters), the variables are *italicized* and then described in the subsequent paragraph.

Other Resources for RightFax Users

Because your RightFax servers may support dozens, hundreds, or even thousands of fax users, RightFax has designed its end-user documentation to be thorough, easy-to-use, and easily accessible.

In addition to the user's guides, Quick Reference Cards cards give you quick and easy access to the most common fax management features of the FaxUtil, Microsoft Exchange, Lotus Notes, and Web Client fax client applications. These useful cards are compact and can be easily distributed throughout even the largest organizations.

Getting help online

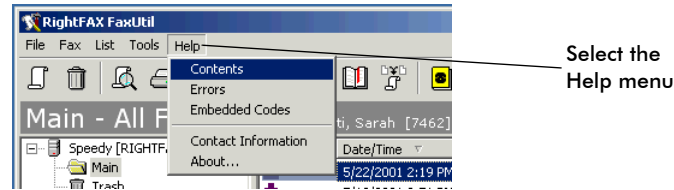
Most of the RightFax windows and dialog boxes include context-sensitive help. Typically, this help describes each field and option in a dialog box. This context-sensitive help can be launched from the question mark icon in the title bar of a dialog box.



Click the question mark icon

- Click this icon, and then click any option on the dialog box to view its definition.
- Or, press F1 to view a definition.

Online help for tasks or conceptual topics also is available. View this help by selecting the **Help** menu. You can browse the help for a topic or use the index to look up key words and terms.



The RightFax user guides are provided as Adobe Acrobat® portable document format (.pdf) files. Browse your product CD or your RightFax server for the Docs folder. The user guides also are available at the RightFax Web site at www.rightfax.com/support.

Adobe Acrobat is required to view the .pdf files, and it is included on your RightFax CD-ROM. Before viewing the files, you may need to install Adobe Acrobat on the computer where you want to view them.

The RightFax Web site offers the latest product information. Updated documentation, a searchable technical support knowledgebase, software downloads, and the latest product offerings are all online at www.rightfax.com.

Captaris Training Services

RightFax training gives you the skills to optimize your RightFax solution. Our comprehensive technical, administrative, and user training programs produce full utilization and understanding of RightFax products. Regular classes are held at the state-of-the-art RightFax Training Center in Tucson, Arizona, throughout the year, or you can choose the convenience of training at one of our regional locations. Training materials and computer-based training tools are also available. For more information on RightFax training, please visit our Web site at www.rightfax.com/training, or call us at (520) 320-7098 and let us help you develop a customized training plan for your organization.

Captaris Implementation Services

Captaris Implementation Services offers a team of highly skilled engineers who are experts in the deployment, implementation, and integration of RightFax solutions. Implementation services include installation and configuration, upgrades, configuration review, and advanced integration services. Whether it's through remote dial-in, an on-site implementation, or a combination of both, the

Implementation Services team can quickly integrate RightFax solutions with your existing applications.

Technical Support

Your *Customer Support Guide* includes detailed information about the support options available to RightFax customers. Please fill out the *RightFax Software Warranty & Registration Card* and return it immediately. If you have questions of a technical nature, contact your organization's RightFax administrator or network administrator before calling the RightFax technical support department. On the RightFax Web site, a database of technical support knowledge contains a wealth of information on installing, configuring, and maintaining RightFax software.

RightFax Technical Support:

Captaris
Suite 120
6303 E. Tanque Verde
Tucson, Arizona 85715 USA

Voice: (520) 320-7070
Fax: (520) 321-7461
Web: www.rightfax.com
E-mail: tech@rightfax.com

5:00 A.M. to 5:00 P.M. Pacific time, Monday through Friday

7:00 A.M. to 3:00 P.M. Pacific time, Saturday

Support Plan Sales and Administration: (520) 320-7000

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Chapter 1

Installing and Configuring Fax-on- Demand

Fax-on-Demand is the component of the Docs-on-Demand Module that allows anyone to call in and request library documents via touch-tone telephone. To run Fax-on-Demand, you must have a RightFax server installed and operational. Because it uses digital voice prompts, you must also have a Brooktrout® fax board with licensed voice capability installed.

Fax-on-Demand does not require a separate or additional installation to your fax server. You only need to *activate* the Docs-on-Demand Module.

Activating the Docs-on-Demand Module

To activate both the Fax-on-Demand and Web Fax Tools components of Docs-on-Demand, you must have purchased and licensed the Docs-on-Demand Module. This module is included with the RightFax Enterprise Suite or can be purchased separately.

To activate Docs-on-Demand

1. On the RightFax server, run the Server module configuration program from Enterprise Fax Manager. Click the **Channel Authorization** tab.
2. Click the box labeled **Click Here for BUMP info**.
3. Click **Yes** to stop the Fax Server service.
4. If you see “Docs-on-Demand” listed in the **Extra Modules** box, you are licensed and Docs-on-Demand is already activated and ready to use.

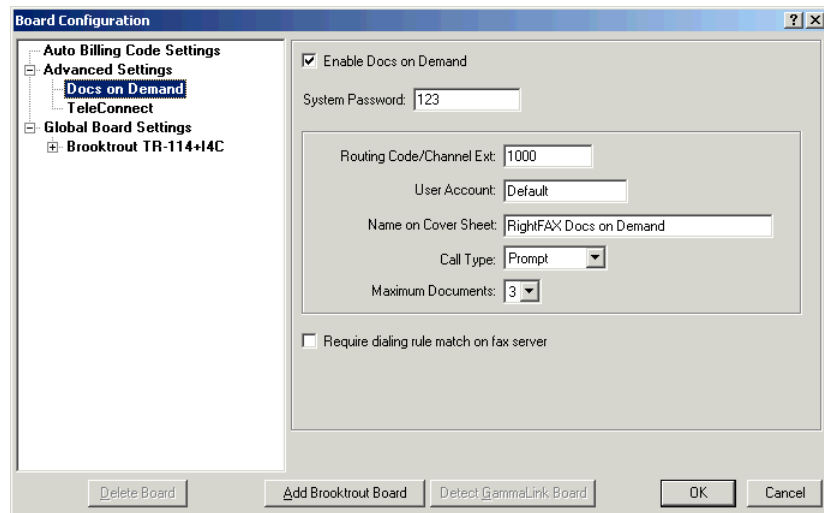
If you do *not* see Docs-on-Demand listed in the **Extra Modules** box, but you have purchased Docs-on-Demand, you must call RightFax technical support at (520) 320-7070 to obtain a “bump code” to activate the Docs-on-Demand software.

Configuring Fax-on-Demand

Fax-on-Demand is the Docs-on-Demand component that allows anyone to call into your fax server to request faxes. These can be marketing or sales material, informational material, or any kind of fax document your organization wants to make available via touch-tone phone.

On the RightFax server, run the BoardServer module configuration program from Enterprise Fax Manager. Click **Advanced Settings**, and then click **Docs on Demand**.

Figure 1.1 The Docs-on-Demand Configuration Dialog Box



Enable Docs on Demand. Enables the two Docs-on-Demand applications, Fax-on-Demand and Web Fax Tools. If this check box is not selected, neither module will function.

System Password. This is the password the Fax-on-Demand administrator will use to access the Fax-on-Demand Sysop (System Operator) menu. Because you must be able to enter the password from a touch-tone phone, this password *must* consist of numeric digits only.

Routing Code/Channel Ext. Specifies the routing code (such as DTMF extension or DID number) that will be assigned to Fax-on-Demand. When calls arrive on this

extension they will automatically enter the Fax-on-Demand system, rather than being received as an incoming fax.

If you have a bank of numbers dedicated to your fax server, you must assign one of the numbers to Fax-on-Demand by entering the extension here. If you have only analog channels you must dedicate one of your fax channels to Fax-on-Demand. To do this, enter a unique four-digit number in this box, and then click the channel you want to dedicate under **Global Board Settings** in the left pane, and enter the same four-digit value in the **Channel Extension** box. Users must be able to dial into this channel directly. The channel should not be part of a hunt group unless all the channels in that hunt group are dedicated to Fax-on-Demand. Otherwise, dialing the number may cause users to hear a fax tone instead of accessing Fax-on-Demand.

You can also turn on DTMF routing for a particular analog channel. When users dial this number they will hear a tone or voice prompt to enter an extension. Enter a unique four-digit extension in this box. If you tell your users to enter this number when they hear the prompt, they will connect to the Fax-on-Demand system. If this number is not entered after a few seconds (depending on the DTMF timeout value), the channel will provide a fax tone and attempt to receive a fax.

User Account. This is the RightFax user ID that Fax-on-Demand will use when sending faxes. All cover sheet information and attributes of the selected user ID will apply to faxes sent by Fax-on-Demand. This setting is also used by Web Fax Tools for assigning a RightFax user ID to outgoing faxes.

Name on Cover Sheet. Specifies the name or text that will appear in the "To:" field on fax cover sheets sent by Fax-on-Demand.

Call Type. Specifies how Fax-on-Demand will connect to the user when faxes are requested. "One Call" requires the user to be calling from a fax machine. Fax-on-Demand uses the same connection to send faxes back to the caller without initiating a second call. In this way, the Fax-on-Demand system incurs no phone charges. "Two Call" causes Fax-on-Demand to request the recipient's fax number and then initiates a separate call to send faxes. "Prompt" asks each user to specify a one- or two-call session.

Maximum Documents. Specifies the maximum number of fax documents that a Fax-on-Demand user can request per call.

Require Dialing Rule Match on Fax Server. Compares the destination fax number entered by the user against your system's dialing rules (described in the *RightFax Administrator's Guide*). If the destination fax number does not match one of the dialing rule conditions, the fax will not be sent. This feature can be used to prevent people from requesting faxes sent to unauthorized or high cost destinations. This setting is ignored if the **Call Type** option (described earlier) is set to "One-call."

Running Multiple Fax-on-Demand Systems on One Channel

Fax-on-Demand can be configured to allow multiple Fax-on-Demand systems to be available from one phone number. This is called “Multi-App” support.

Enabling Multi-App support

To enable this feature, add the Fax-on-Demand registry keyword `MultiAppEnable(1)`.

For information on creating Fax-on-Demand registry entries see “[Fax-on-Demand and TeleConnect Registry Configuration](#)” on page 87.

After this feature is enabled, Fax-on-Demand automatically plays message file 050.VOX. This prompt should be customized to your system’s configuration, directing callers to press the appropriate buttons to enter each separate Fax-on-Demand system.

For each Fax-on-Demand system you want to make available, add the Fax-on-Demand registry keyword `MultiApp#(extension)`, where # is a number 0 through 9 that the caller will press to access the alternate Fax-on-Demand system, and *(extension)* is the phone number extension or DID channel assigned to that particular Fax-on-Demand system.

Note If you want your initial Fax-on-Demand system (the one that answers the call) to be available, you must include a `[MultiApp]` keyword entry for it as well as for all your additional Fax-on-Demand systems.

Creating configuration options for additional Fax-on-Demand systems

Fax-on-Demand is configured primarily via a special multi-string (Reg_Multi_SZ) registry entry located at `HKEY_LOCAL_MACHINE\Software\RightFax\BoardServer\FOD\Extensions` in the format `extension`keyword(value)`keyword(value)`...` (where ` is the accent grave character located on the same key as the tilde (~)).

You can create additional Fax-on-Demand configurations by entering a line break at the end of this entry and, on the new line, specifying a new phone extension or routing code and its accompanying keyword settings.

Requiring a password to access additional systems

Each additional Fax-on-Demand system can have a password associated with it. If a password exists, Fax-on-Demand will prompt the user for the password before entry into that system is allowed.

To require a password, add the Fax-on-Demand registry keyword `MultiAppPassword#(password)`, where # is a number 0 through 9 that indicates

the system to password protect, and (*password*) is a numeric password (up to 20 digits long) that the user must enter to switch to the alternate system. For information on creating Fax-on-Demand registry entries see ["Fax-on-Demand and TeleConnect Registry Configuration" on page 87](#).

Generating the Diagnostic Report

The diagnostic report includes Fax-on-Demand configuration settings, voice directories, and library documents. After you have customized and configured your Fax-on-Demand system, you should run this report and save it for future reference.

To generate a Fax-on-Demand diagnostic report

1. Using a touch-tone telephone, dial your Fax-on-Demand number.
2. At the main menu, press 9. (You will not be prompted to press 9. This is a "hidden" option.) Immediately after pressing 9, enter your system password (specified in the BoardServer configuration program, and press the pound key (#). This lets you into the Fax-on-Demand Sysop menu.
3. Press 0 from the Sysop menu. (You will not be prompted to press 0. This is a hidden option.)
4. Follow the remaining prompts. You can have the report faxed to the phone you are on, or to a different fax number.

Accessing Fax-on-Demand by Phone

To access your Fax-on-Demand system, dial the phone number that you specified in the **Routing Code/Channel Ext.** box of the Fax-on-Demand configuration (see ["Routing Code/Channel Ext" on page 10](#)). Fax-on-Demand is driven by a series of menus with voice prompts telling the caller which keys to press for each function. As you customize the functionality of your Fax-on-Demand system, you may need to change some of your voice prompts to instruct callers about the available options. For information on how to change voice prompts (see ["Customizing Your Message Prompts" on page 22](#)). For a flow chart of the Fax-on-Demand voice prompts as the system initially shipped see ["Fax-on-Demand Flow Chart" on page 82](#)



Chapter 2

Creating Fax-on-Demand Documents and Document Catalogs

Fax-on-Demand documents are stored as normal RightFax library documents. Each library document can have several Fax-on-Demand properties configured. To configure a library document's Fax-on-Demand properties, click the library document in Enterprise Fax Manager and press ENTER. This opens the **Edit Library Document** dialog box.

Figure 2.1 The Edit Library Document Dialog Box

The dialog box titled "Edit Library Document" contains the following fields and options:

- Document ID: FAXCREATE
- Description: Creating a fax in RightFax
- Image File Name: FAXCREATE
- Pages: 1
- Options:
 - Accessible via LAN?
 - Accessible via Web?
 - Accessible via EOD?
 - Include in Catalog?
 - Request Password: []
- Activation Date: 10/14/1999
- Expiration Date: 10/14/1999
- Buttons: OK, Cancel

All library documents for use with Fax-on-Demand must have a **Document ID** that consists of numbers only. This is so that users can specify the document they want via touch-tone phone.

When you create a library document, select the **Accessible via FOD** check box to make it available to Fax-on-Demand callers. Select **Include in Catalog** to include the document on a list of available Fax-on-Demand documents. Enter a numeric password in the **Request Password** box to require callers to enter a password to access the file. If the **Request Password** box is empty, callers will be able to retrieve the document without a password.

For more information on creating and managing library documents, please refer to the *RightFax Administrator's Guide*.

Creating a Document Catalog

Fax-on-Demand can be configured to automatically generate a catalog of all available faxes and make that catalog available as a menu option to callers. A “catalog” is a list of library documents available from the Fax-on-Demand system, including each document’s document ID and description. A catalog lets users examine the documents available via Fax-on-Demand, and includes the information necessary to retrieve the documents.

A catalog is created the same as other library documents but must have some specific settings.

To create a Fax-on-Demand catalog

1. In Enterprise Fax Manager, click **Library Documents** under your RightFax server.
2. Press INSERT to create a new library document. This opens the **Edit Library Document** dialog box.
3. In the **Document ID** box, enter “CATALOG1”.
4. In the **Description** box, enter a brief description for the catalog.
5. Leave the **Image File Name** box blank.
6. Select the **Available via FOD** check box. Do *not* select **Include in Catalog**. Enter a password only if you want to restrict access to your list of available documents. Click **OK** to save the catalog.
7. Select **Synchronize External Systems** on the Enterprise Fax Manager **Utility** menu, and then click **ASAP**.

RightFax will automatically generate the catalog and make it available via Fax-on-Demand. The catalog will be automatically updated with the most recent list of available Fax-on-Demand documents whenever the server is started, and again every six hours. You can force a rebuild of the catalog at any time by selecting **Synchronize External Systems** from the Enterprise Fax Manager **Utility** menu.

By default, the catalog lists *all* documents available for retrieval via Fax-on-Demand. For information on creating and using multiple document catalogs, each with a separate list of available documents, see ["Creating and Using Multiple Catalogs"](#) on page 17.

Accessing the catalog via Fax-on-Demand

After you have created a document catalog, the Fax-on-Demand system will automatically recognize it and make it available to callers. The Fax-on-Demand Catalog menu is opened by pressing 1 at the Main menu when you dial into the system.

Creating and Using Multiple Catalogs

Fax-on-Demand can be configured to let you split the listing of available Fax-on-Demand documents between two or more catalogs. To enable the use of multiple catalogs, add this DWORD entry to the registry on your RightFax server:
HKEY_LOCAL_MACHINE/Software/RightFax/WorkServer/WorkSrv#/CatalogType.

This entry should be added for each of your WorkServers. Set the value to "0" (zero) to configure Fax-on-Demand to use multiple catalogs. Set the value to "1" to return to the default one-catalog system.

Creating multiple catalogs

After you have enabled to use of multiple document catalogs, you can create up to nine Fax-on-Demand catalogs. Each of these catalogs will automatically generate its own list of available documents.

Catalogs are created the same way as other library documents, but must have some specific settings. Follow these steps to create up to nine catalogs that automatically list your Fax-on-Demand documents:

1. In Enterprise Fax Manager, click **Library Documents** under your RightFax server.
2. Press INSERT to create a new library document. This opens the **Edit Library Document** dialog box.
3. In the **Document ID** box, enter "CATALOG#" (where # is a catalog number from 1-9).
4. In the **Description** box, enter a brief description for the catalog.
5. Leave the **Image File Name** box blank.

6. Select the **Available via FOD** check box. Do *not* select **Include in Catalog**. Enter a password only if you want to restrict access to your list of available documents. Click **OK** to save the catalog.
7. Select **Synchronize External Systems** from the Enterprise Fax Manager **Utility** menu, and click **ASAP**.

The system will automatically generate the catalogs and make them available via Fax-on-Demand. The catalogs will be automatically updated with the most recent list of available Fax-on-Demand documents whenever the server is started, and again every six hours. You can force a rebuild of the catalogs at any time by selecting **Synchronize External Systems** from the Enterprise Fax Manager **Utility** menu.

Automatically dividing documents between multiple catalogs

Fax-on-Demand uses each available library document's document ID to determine which catalog it will be listed in. When generating multiple automatic catalogs, Fax-on-Demand looks at the first digit in the document ID. The document is then listed in the catalog of the same number. For example, a Fax-on-Demand document with the document ID "1001" will be listed in CATALOG1 and a document with the document ID "200" will be listed in CATALOG2.

If a Fax-on-Demand document has a document ID whose first digit does not match a catalog number, it will not be listed in any catalog.

Accessing multiple catalogs

When you create multiple automatic catalogs, those catalogs automatically become available to the Fax-on-Demand system. When you call Fax-on-Demand, a message will prompt you to press 1 to request a catalog. This takes you to the Catalog menu. From the Catalog menu, press the number that corresponds to the catalog number you want in order to request that catalog.

Although the catalogs are automatically available, the default voice prompt will not change. It will continue to prompt the user to press 1 for a catalog. You must change this prompt to something that instructs the user which buttons to press to retrieve which catalogs. For information on changing Fax-on-Demand voice prompts see ["Customizing Your Message Prompts" on page 22](#).

Catalog Templates

All automatically generated Fax-on-Demand catalogs are generated from templates stored in the \\RightFax\Catalog folder on the RightFax server. Templates are saved as Rich Text Format (RTF) files. If a template named for a specific catalog exists (i.e., Catalog1.rtf, Catalog2.rtf, etc.) that file will be used as a

template for that catalog. If not, the default template Catalog.rtf will be used. Fax-on-Demand templates may not be more than one page long.

The following table lists variables which can be added to your custom catalog template.

Table 2A Fax-on-Demand Catalog Template Variables

Variable	Definition
%1	Document ID
%2	Description/Title
%3	Number of Pages
%4	Last Request Date
%D	Generation Date
%P	Catalog Page Number
%T	Generation Time

Creating Document Catalogs Manually

You need not rely on Fax-on-Demand to create all your available catalogs automatically. You can create one or more catalogs manually by listing available Fax-on-Demand documents in a library document. Follow these steps to create a Fax-on-Demand catalog manually:

1. Using a word processor or other application, create a list of available Fax-on-Demand documents. Be sure to include the documents' numeric Document IDs so that users will know how to retrieve them from the Fax-on-Demand menus.
2. Save the list as a library document according to the instructions for creating and storing library documents in the *RightFax Administrator's Guide*.
3. In the **Document ID** box, enter CATALOG# (where # is a catalog number from 1 through 9).
4. In the **Description** box, enter a brief description for the catalog.
5. Do not change the default setting in the **Image File Name** box.
6. Select **Available via FOD** check box. Do *not* select **Include in Catalog**. Enter a password only if you want to restrict access to the catalog. Click **OK** to save the catalog.

When you name the library document CATALOG#, Fax-on-Demand automatically makes it available from the Catalog menu. Because a specific

library document is linked to this document ID, Fax-on-Demand will send the document as-is, rather than automatically listing Fax-on-Demand documents.

Although only nine catalogs can be made available from the Catalog menu, additional catalogs can be nested in a Catalog menu tree. Catalogs are identified by the keys you press to reach them from the Catalog menu. Catalog sub-menus and extended catalog descriptions are recorded from the catalog area of the Sysop menu by use of this number. The library document ID should be CATALOG### where ### is the catalog number.

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Chapter 3

Customizing Fax-on-Demand

You can customize the Fax-on-Demand menu options and message prompts. Custom message files are recorded into a touch-tone phone and are saved as Dialogic OKI32 files (.VOX files) in the \\Rfboard\Mainapp\Voices folder. For a complete listing of Fax-on-Demand voice prompts and their file names see [“Voice Prompt Files” on page 73](#).

Although Fax-on-Demand uses only the message files in the \\Rfboard\Mainapp\Voices folder, extra copies of all these files are saved in the \\Rfboard\Voices folder as a backup. RightFax recommends that you modify only messages with numeric file names.

Accessing the Sysop Menu

The Sysop (System Operator) menu is a password-protected menu accessible when you call your Fax-on-Demand system. This menu provides several administrative tools and options.

To open the Fax-on-Demand Sysop menu

1. Using a touch-tone telephone, dial your Fax-on-Demand number.
2. At the main menu, press 9. (You will not be prompted to press 9. It is a “hidden” option.)
3. Immediately after pressing 9, enter your system password (specified in the BoardServer configuration program), and then press the pound key (#).

The system password is accepted as a valid password everywhere in Fax-on-Demand. A Sysop is not prompted for any passwords for the duration of the call, and will not be disconnected for excess errors.

Customizing Your Message Prompts

Customizing system messages

System messages include your Fax-on-Demand greeting, the main menu prompts, etc. System messages are identifiable by their three-digit file names (such as file 100, the Fax-on-Demand main menu). These files are named so that they can be easily rerecorded for your specific Fax-on-Demand system.

To record new system messages

1. Locate the file name of the message you want to change (see "Voice Prompt Files" on page 73).
2. Using a touch-tone telephone, dial your Fax-on-Demand number.
3. At the main menu, press 9 (this is a hidden option) followed by your system password (specified in the BoardServer configuration program), and then press the pound key (#).
4. Press 1 to record system messages.
5. The Fax-on-Demand system will ask you to specify the message you want to change. Follow the prompts to record the new message. If you enter a number that does not correspond to an existing file name, RightFax will create a new file in the \\Rfboard\Mainapp\Voices folder using the file name you specified.

Customizing catalog messages

Catalog messages include extended catalog descriptions, the main catalog prompt, and catalog sub-menus.

Extended catalog descriptions let you assign a voice prompt to an individual catalog. For example, you can tell the Fax-on-Demand caller the total number in pages of a requested catalog and then offer the choice to continue or cancel. Catalog sub-menus let you nest or create sub-catalogs within a catalog.

To record new catalog messages

1. Using a touch-tone telephone, dial your Fax-on-Demand number.
2. At the main menu, press 9 (this is a hidden option) followed by your system password (specified in the BoardServer configuration program), and then press the pound key (#).
3. Press 2 to record catalog messages.

4. The Fax-on-Demand system will ask you to specify the message file you want to change. Follow the prompts to record the new message. Be careful not to create a Fax-on-Demand catalog and sub-catalog with identical numbers; otherwise *neither* catalog will be accessible.

Customizing document messages

Document messages include extended document descriptions and document prompts. Extended document descriptions let you assign a voice prompt to an individual document. For example, you can tell the Fax-on-Demand caller the total number of pages of a requested document and then give the caller the choice to continue or cancel the request.

To record new document messages

1. Using a touch-tone telephone, dial your Fax-on-Demand number.
2. At the main menu, press 9 (this is a hidden option) followed by your system password (specified in the BoardServer configuration program), and then press the pound key (#).
3. Press 3 to record document messages.
4. The Fax-on-Demand system will ask you to specify the message file you want to change. Follow the prompts to record the new message.

Customizing the Options on the Main Menu

RightFax lets you customize which functions are launched from the Fax-on-Demand main menu, as well as the keys that launch them. If you change the functionality of the main menu, you must also change the main menu voice prompt, message file 100, to correctly direct your callers.

To customize what function each key launches from the main menu, add the Fax-on-Demand registry keyword `MainMenu#(function)`, where # is a number 0–9 that indicates the button pressed from the Main menu, and *function* is one of the available function keywords listed in the following table. For information on

creating Fax-on-Demand registry entries see “Fax-on-Demand and TeleConnect Registry Configuration” on page 87.

Table 3A Fax-on-Demand Main Menu Function Keywords

Keyword	Definition
DOCPROMPT	Prompts the caller to enter a document number for retrieval.
DOCTREE	Prompts the caller to select from available catalogs.
DOCUMENT docID	Queues a predefined document to be sent. The Document ID must be specified.
PLAY file	Plays a predefined message file and then returns to the Main menu. The message file to play must be specified.
SYSOP	Allows the caller access to the Sysop menu. This function should have a password assigned (see “Assigning passwords to menu options” on page 24).
TRANSFER code	Transfers caller to a predefined extension. The touch-tone key sequence required by your phone system to perform this transfer must be specified.

Note By default, pressing 0 from the Fax-on-Demand main menu attempts to play message file 103.VOX. This file is not included with Fax-on-Demand and must be custom recorded.

Assigning passwords to menu options

Each function accessed from the Main menu can have a password associated with it. If a password exists, the system will automatically prompt for that password. If the supplied password is incorrect, an error message plays and the caller is returned to the main menu.

To require a password for a function launched from the main menu, add the following Fax-on-Demand registry keyword `MainMenuPassword#(password)`, where # is a number 0 through 9 that indicates the button pressed from the main menu to launch the function you want to password protect, and *password* is a numeric password (up to 20 digits long) that the user must enter to launch the requested function. For information on creating Fax-on-Demand registry entries see “Fax-on-Demand and TeleConnect Registry Configuration” on page 87.

Multilingual Support

Fax-on-Demand supports messaging in up to nine languages in addition to the English language default. When multilingual support is enabled, you can record your own language message files and save them to their own directories. When

callers first dial into the system, Fax-on-Demand will play a message asking them to select the language they want.

To enable multilingual support, add the Fax-on-Demand registry keyword `Multilingual(1)`.

Then create a Fax-on-Demand registry keyword for each additional language you want to support, using the format: `VoicePath#(voicepath1;voicepath2)`, where # is a number 2 through 9 that the user will press to access the foreign language files (English is automatically set to "1"), *voicepath1* is the path to the local directory where other language files are stored, and *voicepath2* is an optional secondary directory path. If Fax-on-Demand cannot find the message file in the first directory, it will look in the second.

For information on creating Fax-on-Demand registry entries see ["Fax-on-Demand and TeleConnect Registry Configuration" on page 87](#).

Multilingual selection prompts

After multilingual support is enabled, Fax-on-Demand will automatically cycle through every defined VoicePath entry, starting with VoicePath1 and ending with VoicePath0. It will play message 010.VOX from each VoicePath folder, if the file exists. The default message file 010 says "For an English language menu, press 1." In VoicePath2, this file might say (in Spanish) "For a Spanish language menu, press 2."

Recording foreign language messages

When recording messages from the Sysop menu, only messages in the current VoicePath folder will be modified. To record messages in another language, enable multilingual support, and then dial into the system and select the language you want. After you are in the VoicePath you want, record the new messages according to the instructions for customizing your message prompts (see ["Customizing Your Message Prompts" on page 22](#)).

Toll-Number Support

Fax-on-Demand can be set up on 1-900 and 1-976 toll lines. FCC requirements for toll-numbers state that callers may not be charged until a full minute has gone by. During the first 30 seconds, callers must be told how much they will be charged and then agree to the charges. If the caller does not immediately agree, the line must be disconnected.

To enable toll-number support, add the Fax-on-Demand registry keywords `900Enable(1)` and `900Agree(#)`, where # is a number 0 through 9 that the caller must press to respond affirmatively and continue with the call. If this parameter is

left blank, any key will be accepted. The system will automatically hang up on anyone who has not pressed the agree button within the first 28 seconds of the call.

For information on creating Fax-on-Demand registry entries see [“Fax-on-Demand and TeleConnect Registry Configuration”](#) on page 87.

Toll-number prompt

Note *If you have both toll-number and multilingual support enabled, Fax-on-Demand will play the VoicePath prompts before the toll-number prompt. Because selecting a language option is interpreted as an agreement by the caller to accept the charges, toll-call information should be included in your foreign language prompts.*

After toll-number support is enabled, message 020.VOX will play one time. This message should explain how much the caller will be charged, that he must be 18 years or older, and request him to press a key agreeing to the charges. This prompt must be less than the 28-second limit to press the required agreement key.

If the caller doesn't press a key or presses a key other than one specified by the 900Agree registry keyword, the line will be disconnected. If the caller presses the key specified by the 900Agree keyword (or any key if the 900Agree value is blank), the system will proceed to the main menu.

Requesting Fax Routing Information

Fax-on-Demand can be configured to ask the caller to enter a name or phone number to identify the intended recipient. Requests for fax routing information are skipped if the caller requests the fax be sent back to the fax machine he is calling from using the same connection (the One-call option).

To ask the caller to enter a phone number to assist with routing, add the Fax-on-Demand registry keyword AskVoiceNumber(1).

To ask the caller to enter an alphanumeric sequence (such as a name), add the Fax-on-Demand keyword AskAlphaNumeric(1).

If either of these options is enabled, Fax-on-Demand plays message file 306. If you enabled AskVoiceNumber only, message file 306 is followed by message 307. If you enabled AskAlphaNumeric only, message file 306 will be followed by message file 312. If you enabled AskVoiceNumber *and* AskAlphaNumeric, message file 306 will be followed by message file 311. For a complete list of Fax-on-Demand's message files see [“Voice Prompt Files”](#) on page 73.

Entering alphanumeric data via touch-tone phone

When you request alphanumeric input, this input must be specially encoded by the caller so that Fax-on-Demand knows exactly which character was intended. Each character requires the caller to press two buttons on the phone. Letters are encoded by pressing the button with the letter on it then pressing 1, 2, or 3 to indicate whether you want the first, second, or third letter on the button. For the letter "A," for example, press 2, which has the letters ABC on it, followed by 1 to indicate that you want the first of those three letters. The following table lists all characters available via this encoding method.

Table 3B Alphanumeric Touch-Tone Key Sequences

A = 21	I = 43	Q = 01	Y = 93	2 = 20
B = 22	J = 51	R = 72	Z = 03	3 = 30
C = 23	K = 52	S = 73	Space = 02	4 = 40
D = 31	L = 53	T = 81	+ = 11	5 = 50
E = 32	M = 61	U = 82	- = 12	6 = 60
F = 33	N = 62	V = 83	. = 13	7 = 70
G = 41	O = 63	W = 91	0 = 00	8 = 80
H = 42	P = 71	X = 92	1 = 10	9 = 90

The decoded sequence will be used in the **To:** field on the fax cover sheet. The caller has 40 seconds to enter up to 60 digits, which will decode to a maximum of 30 characters.

Automatically Sending a Fax With One-Document Poll

Fax-on-Demand can be configured to send a single fax to all callers quickly and automatically. This lets you dedicate a phone number or fax channel to the delivery of a single fax and bypass the entire Fax-on-Demand menu system. This is called "One-Document Poll." To enable One-Document Poll, add the Fax-on-Demand registry keyword *AppType(2)*. For information on creating Fax-on-Demand registry entries see "Fax-on-Demand and TeleConnect Registry Configuration" on page 87.

To specify the document to send, add the Fax-on-Demand registry keyword `ODP_DocID(docID)`, where *docID* is the ID of the RightFax library document to send. When One-Document Poll is enabled, all callers must call directly from a fax machine. The system will pick up the call, optionally play a single message, and then attempt to send a fax on the same line. To specify a message file to play before the fax is sent, add this Fax-on-Demand registry keyword entry: `ODP_InitialPrompt(path)`, where *path* is the full path and file name of the message file to play.

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Chapter 4

Web Fax Tools

Web Fax Tools is the component of the Docs-on-Demand Module that allows anyone to view and request library documents via a Web page. Web Fax Tools are CGI utilities written to run on 32-bit Microsoft Windows platforms. These allow Web authors familiar with the use of CGI “scripts” to implement some basic fax server functionality on a Web server without having to write programs that interface directly with the RightFax API. Each CGI utility can take parameters from an HTML form, from a URL, or from the Web server’s Windows registry.

To run Web Fax Tools, you must have a RightFax server installed and operational. In addition, the Web Tools CGI programs must have access to the RightFax fax server via TCP/IP, IPX/SPX, or named pipes. Any firewalls between your Web server and fax server must be configured to allow this communication.

Activating the Docs-on-Demand Module

To activate the Web Fax Tools component of Docs-on-Demand, you must have purchased and licensed the Docs-on-Demand Module. This module is included with the RightFax Enterprise Suite server, or can be purchased separately.

To activate Docs-on-Demand

1. On the RightFax server, run the Server module configuration program from Enterprise Fax Manager. Click the **Channel Authorization** tab.
2. Click the box labeled **Click Here for BUMP info**.
3. Click **Yes** to stop the Fax Server service.
4. If you see Docs on Demand listed in the **Extra Modules** box, you are licensed and the Docs-on-Demand Module is already activated and ready to use.

If you do *not* see Docs on Demand listed in the **Extra Modules** box, but you have purchased Docs-on-Demand, you must call RightFax technical support at (520) 320-7070 to obtain a “bump code” to activate the Docs-on-Demand software.

5. After the Docs-on-Demand Module is activated, run the BoardServer configuration program to display the **Board Configuration** dialog box. Click **Advanced Settings**, and then click **Docs on Demand**.
6. Check the option **Enable Docs on Demand**.

Installing Web Fax Tools

Run the file Webtools.exe located in the \\RightFax\Webtools folder on the fax server. The Setup program will create a \\Webtools folder on your system, typically under the \\Wwwroot folder for Microsoft IIS servers.

The CGI programs Rfdocsend.exe, Rffaxstat.exe, and Rfliblist.exe do not need to be in any particular folder. However, they do load the Rfifax32.dll, Rfwin32.dll, Rfi32rpc.ndr, and Rfi32smb.ndr libraries, which should either exist in the same folder as the CGI programs or in one of the directories on your system's directory search path.

The folder to which the Web Fax Tools files are installed must be accessible by your Web server. The server must also allow programs to execute from this folder. Users of Microsoft IIS servers should use the Internet Service Manager to set this option.

Web Fax Tools Variables and Tags

Web Fax Tools are divided into three main components: RFDOCSSEND, RFFAXSTAT, and RFLIBLIST. RFDOCSSEND lets you create a Web page from which users may select one or more documents to fax to a single destination. RFFAXSTAT lets you create a Web page from which users may check on the current status of faxes sent using the RFDOCSSEND utility. RFLIBLIST lets you create a page that lists documents in the RightFax library document database.

The three Web Fax Tools components let you specify special HTML variables and tags that are interpreted and processed by the fax server. For a complete list and description of all Web Fax Tools HTML variables and tags, including examples, see ["Web Fax Tools Variables and Tags" on page 41](#).

Web Fax Tools Samples

The RightFax Web Fax Tools are most easily understood through example. The sample Web pages found in the \\Webtools installation folder illustrate the functionality of these tools. They are by no means an exhaustive list of all the ways in which the Web Fax Tools can enhance your Web site. Although it is unlikely that the installed samples will work in your environment without

modification, an effort has been made to make them easily customizable and readable.

Use your Web browser to load the Default.htm file in the \\Webtools\Samples folder. This HTML page will allow you to navigate easily through the different samples.

Configuring the samples to work with your RightFax server

- 1.** Make sure that the \\Webtools\Samples folder is accessible to Web users by creating an alias to it, if needed. Microsoft IIS users may create a new folder alias by using the Internet Service Manager. A new alias with the name of WEBTOOLSAMPLES can be created to point to the system's \\Inetpub\Wwwroot\Webtools\Samples folder.
- 2.** Make sure that users have permission to execute CGI programs in that folder. Microsoft IIS users can enable the 'execute' option when setting the properties for the WEBTOOLSAMPLES folder alias.
- 3.** The samples assume that your fax server's name is 'RightFax' and that it can be communicated with via TCP/IP. To change these settings, edit the Default.htm file located in each sample's folder. The HTML form variable giving the server name is marked by the comment: "`<!-- EDIT: SERVER NAME -->`". The protocol is marked by the comment: "`<!-- EDIT: PROTOCOL -->`".
- 4.** The samples also make other assumptions, such as the sample RightFax library documents (FAXTYPES and SCANNERS) still existing on your fax server. If these documents no longer exist on your fax server, some of the samples will fail.
- 5.** To load the main sample page, connect to your Web server using a browser, and specify the path to the Default.htm file in the folder or alias where the samples were copied. (For example, `http://myserver.mydomain.com/webtoolsamples/default.htm`.)

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Chapter 5

The TeleConnect Module

The RightFax TeleConnect Module gives you the convenience of 24-hour access to your fax mailbox via a touch-tone telephone. You can use RightFax's automatic forwarding, printing, and notification features to manage your faxes at any time of day, from any location, with a single telephone call. With TeleConnect, you dial directly into the RightFax server and hear a menu of options that lets you:

- Retrieve your new faxes
- Retrieve a catalog of your faxes
- Retrieve specific faxes from the catalog
- Hear fax statistics
- Change your fax mailbox options

To run TeleConnect, you must have a RightFax server installed and operational. Because it uses digital voice prompts, you must also have a Brooktrout fax board with licensed voice capability installed.

The TeleConnect Module does not require a separate or additional installation to your fax server. You only need to *activate* TeleConnect.

Activating the TeleConnect Module

To activate TeleConnect, you must have purchased and licensed the TeleConnect Module. This module is included with the RightFax Enterprise Suite, or can be purchased separately.

To activate the TeleConnect Module

1. On the RightFax server, run the Server module configuration program from Enterprise Fax Manager. Click the **Channel Authorization** tab.
2. Click the box labeled **Click Here for BUMP info**.
3. Click **Yes** to stop the Fax Server service.

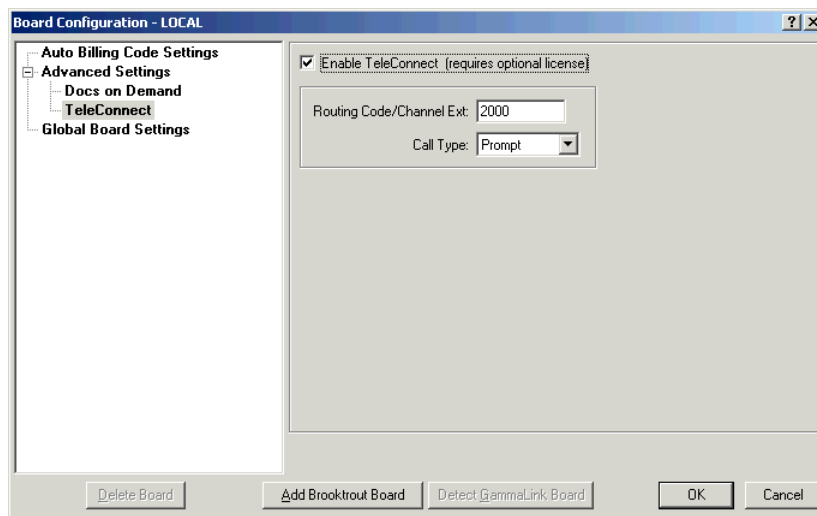
4. If you see TeleConnect listed in the **Extra Modules** box, you are licensed and the TeleConnect Module is already activated and ready to use.

If you do *not* see TeleConnect listed, but you have purchased it, you must call RightFax technical support at (520) 320-7070 to obtain a “bump code” to activate the TeleConnect software.

Configuring the TeleConnect Module

After the TeleConnect module is activated, run the BoardServer configuration program to display the **Board Configuration** dialog box. Click **Advanced Settings**, and then click **TeleConnect**.

Figure 5.1 The TeleConnect Configuration Dialog Box



Enable TeleConnect. Enables the TeleConnect Module.

Routing Code/Channel Ext. Specifies the routing code (such as DTMF extension or DID number) that will be assigned to TeleConnect. When calls arrive on this extension they will enter the TeleConnect system automatically, rather than being received as an incoming fax.

If you have a bank of numbers dedicated to your fax server, you must assign one of the numbers to TeleConnect by entering the extension here. If you have only analog channels you must dedicate one of your fax channels to TeleConnect. To do this, enter a unique four-digit number in this box, and then click the channel you want to dedicate under **Global Board Settings** in the left pane and enter the same four-digit value in the **Channel Extension** box. Users must be able to dial into

this channel directly. The channel should not be part of a hunt group unless all the channels in that hunt group are dedicated to TeleConnect. Otherwise, dialing the number may cause users to hear a fax tone instead of accessing the TeleConnect system.

You can also turn on DTMF routing for a particular analog channel. When users dial this number they will hear a tone or voice prompt to enter an extension. Enter a unique four-digit extension in this box. If you tell your users to enter this number when they hear the prompt, they will connect to the TeleConnect system. If this number is not entered after a few seconds (depending on the DTMF timeout value), the channel will provide a fax tone and attempt to receive a fax.

Call Type. Specifies how TeleConnect will connect to the caller when faxes are requested. “One Call” requires the user to call from a fax machine. TeleConnect uses the same connection to send faxes back to the caller without having to initiate a second call. In this way, TeleConnect incurs no phone charges. “Two Call” causes TeleConnect to request the recipient’s fax number and then initiates a separate call to send faxes. “Prompt” asks each user to specify a one- or two-call session.

RightFax user setup

To use TeleConnect to access RightFax via touch-tone phone, the caller must have a RightFax user account with unique numeric **Voice Mail Subscriber ID** setting and a numeric **Password**. (The **Password** setting *cannot* be blank.) TeleConnect uses these settings to identify the user when calling in to the system.

For information on creating and editing RightFax user accounts, please refer to your *RightFax Administrator’s Guide*.

Retrieving Faxes Via TeleConnect

When retrieving your faxes via TeleConnect you can choose to have all new faxes that have not yet been viewed or printed sent to a specified fax machine, or you can retrieve a specific fax by specifying its TeleConnect ID number. A TeleConnect ID is assigned to every outgoing and incoming fax processed by RightFax. After a fax is assigned a TeleConnect ID, it keeps that ID until it is deleted from the system.

Each fax’s TeleConnect ID is displayed when you receive notification of the fax’s arrival, whether the notification is received via network broadcast or e-mail gateway. If you don’t know the TeleConnect ID of the specific fax you want, the TeleConnect Main menu gives you the option of retrieving a list of all faxes in your RightFax mailbox along with their TeleConnect IDs.

To access your RightFax mailbox with TeleConnect

1. Dial the phone number that you specified in the **Routing Code/Channel Ext.** box of the TeleConnect configuration (see ["Routing Code/Channel Ext"](#) on page 34).
2. When the system prompts you, enter your RightFax voice mail subscriber ID and press the pound key (#).
3. When the system prompts you, enter your RightFax password and press the pound key (#).

If your RightFax password does not consist of numeric digits only, you can enter alphanumeric characters by pressing the keys on the telephone keypad that the characters are on. To enter the word 'PASSWORD' the caller should enter '72779673'. Any digit will work for the letters Q and Z.

4. After TeleConnect validates your voice mail subscriber ID and password, you will be placed in the main menu (described in the next section).

The TeleConnect main menu

The following table lists the options available from the TeleConnect main menu. There may be additional prompts and messages depending on your system's configuration. For a complete flow chart of the TeleConnect voice prompts as the system is initially shipped see ["TeleConnect Flow Chart"](#) on page 86.

Table 5A TeleConnect Menu Options

Main menu option	Option/description
[1] Retrieve Faxes	[1] Retrieve all new faxes [2] Retrieve a list of all inbound and outbound faxes [3] Retrieve faxes by their TeleConnect ID
[2] Retrieve a List of All Faxes	Retrieve a list of all inbound and outbound faxes
[3] Fax Mailbox Statistics	[1] Outbound fax statistics, including total outbound fax count, total fax pages sent, total faxes sent successfully, total failed faxes, and total faxes in process [2] Inbound fax statistics, including total inbound fax count, and total received fax pages
[4] Change Fax Options	[1] Enable automatic fax forwarding [2] Enable automatic printing [3] Enable alternate notification

Although you can enable automatic forwarding, automatic printing, and alternate notification via TeleConnect, you must first configure the forwarding, printing, and notification destinations in your FaxUtil mailbox. For information on using these and other FaxUtil mailbox features, please refer to the FaxUtil online help.

Multilingual Support

The TeleConnect Module supports messaging in up to nine languages in addition to the English language default. When multilingual support is enabled, you can record your own language message files and save them to their own directories. When callers first dial into the system, TeleConnect will play a message asking them to select the language they want.

To enable multilingual support, add the TeleConnect registry keyword `Multilingual(1)`.

Then create a TeleConnect registry keyword for each additional language you want to support using the format `VoicePath#(voicepath1;voicepath2)`, where # is a number 2 through 9 that the user will press to access alternate language files (English is automatically set to "1"), `voicepath1` is the path to the local directory where the language files are stored, and `voicepath2` is an optional secondary directory path. If TeleConnect cannot find the file it wants in the first directory, it will look in the second directory.

For information on creating TeleConnect registry entries see ["Fax-on-Demand and TeleConnect Registry Configuration" on page 87](#).

Multilingual selection prompts

After multilingual support is enabled, TeleConnect will automatically cycle through every defined VoicePath entry, starting with VoicePath1 and ending with VoicePath0. It will play message 010.VOX from each VoicePath folder, if the file exists.

The default message file 010 says "For an English language menu, press 1." In VoicePath2, this file might say (in Spanish) "For a Spanish language menu, press 2." In VoicePath3, it might say (in German) "For a German language menu, press 3."

Recording multilingual messages

You can record custom multilingual messages for TeleConnect using a third-party sound editor that supports the Dialogic OKI32 file format, or using the message recorder built into the Fax-on-Demand component of the Docs-on-Demand Module (if it is licensed and installed.) For information on using Docs-on-Demand to record prompts see ["Customizing Your Message Prompts" on page 22](#)

Toll-Number Support

Your TeleConnect system can be set up on 1-900 and 1-976 toll-lines. FCC requirements for toll-numbers state that callers may not be charged until a full

minute has gone by. During the first 30 seconds of the call, callers must be told how much they are going to be charged and they must agree to the charges. If the caller does not immediately agree to the charges, the line must be disconnected.

To enable toll-number support, add the TeleConnect registry keywords 900Enable(1) and 900Agree(#), where # is a number 0 through 9 that the caller must press to respond affirmatively and continue with the call. If this parameter is left blank, any key will be accepted. The system will automatically hang up on anyone who has not pressed the agree button within the first 28 seconds of the call.

For information on creating TeleConnect registry entries see ["Fax-on-Demand and TeleConnect Registry Configuration"](#) on page 87.

Toll-number prompt

Note *If you have both toll-number and multilingual support enabled, Fax-on-Demand will play the VoicePath prompts before the toll-number prompt. Because selecting a language option is interpreted as an agreement by the caller to accept the charges, toll-call information should be included in your foreign language prompts.*

After toll-number support is enabled, message 020.VOX will play one time. This message should explain how much the caller will be charged, that he must be 18 years or older, and request him to press a key to agree to the charges. This prompt must be less than the 28 second limit to press the required agreement key.

If the caller doesn't press a key or presses a key other than one specified by the 900Agree registry keyword, the line will be disconnected. If the caller presses the key specified by the 900Agree keyword (or any key if the 900Agree value is blank), the system will proceed to the Main menu.

Requesting Fax Routing Information

If a fax is sent to a number that delivers faxes to several people (such as a public or hotel fax machine), there may be a problem determining the fax recipient. TeleConnect can be configured to ask the caller to enter a name or phone number to assist in routing. Requests for fax routing information are skipped if the caller requests the fax(es) be sent back to the fax machine he is calling from using the same connection (the One-call option).

To ask the caller to enter a phone number to assist with routing, add the TeleConnect registry keyword AskVoiceNumber(1).

To ask the caller to enter an alphanumeric sequence (such as a name), add the TeleConnect registry keyword AskAlphaNumeric(1).

If either of these options is enabled, TeleConnect will play message file 306. If you enabled AskVoiceNumber only, message file 306 will be followed by message file 307. If you enabled AskAlphaNumeric only, message file 306 will be followed by message file 312. If you enabled both AskVoiceNumber *and* AskAlphaNumeric, message file 306 will be followed by message file 311. For a complete list of TeleConnect's message files see "[Voice Prompt Files](#)" on page 73.

Entering alphanumeric data via touch-tone phone

When you request alphanumeric input from the caller, this input must be specially encoded by the caller so the TeleConnect system knows exactly which character was intended. Each character requires the caller to press two buttons on the phone. Letters are encoded by pressing the button with the letter on it and then pressing 1, 2, or 3 to indicate whether you want the first, second, or third letter on the button. For the letter "A," for example, press 2, which has the letters ABC on it, followed by 1 to indicate that you want the first of those three letters. The following table lists all characters available via this encoding method.

Table 5B Alphanumeric Touch-Tone Key Sequences

A = 21	I = 43	Q = 01	Y = 93	2 = 20
B = 22	J = 51	R = 72	Z = 03	3 = 30
C = 23	K = 52	S = 73	Space = 02	4 = 40
D = 31	L = 53	T = 81	+ = 11	5 = 50
E = 32	M = 61	U = 82	- = 12	6 = 60
F = 33	N = 62	V = 83	. = 13	7 = 70
G = 41	O = 63	W = 91	0 = 00	8 = 80
H = 42	P = 71	X = 92	1 = 10	9 = 90

The decoded sequence will be used in the **To:** field on the fax cover sheet. The caller has 40 seconds to enter up to 60 digits, which will decode to a maximum of 30 characters.

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Appendix A

Web Fax Tools Variables and Tags

Web Fax Tools are divided into three main components: RFDOSEND, RFFAXSTAT, and RFLIBLIST. Each of these Web Fax Tools components lets you specify special HTML variables and tags that are interpreted and processed by the fax server.

In addition to its fax functionality, each variable described here has six additional attributes. The following table lists these attributes and their definitions.

Table AA Web Fax Tools Variable Attributes

Attribute	Definition
Companion Tag	The WebTools tag that can be used to output the value given by this variable in an output form.
Default	Indicates the default setting (if any) for the variable if it is not included on the Web page.

Table AA Web Fax Tools Variable Attributes (continued)

Attribute	Definition
Precedence	<p>"Registry-Exclusive" indicates that the variable will be read only from the registry when the USE-REGISTRY variable is used. Any matching variables in the HTML form will be ignored whether or not the variable value is actually found in the registry.</p> <p>"Registry Precedence" indicates that any value for this variable found in the registry, including an empty or blank value, will override any value in the HTML form.</p> <p>"Form Precedence" indicates that any matching variable found in the HTML form will override any value given in the registry.</p>
Registry Readable	Indicates whether this variable can be read from the registry when the USE-REGISTRY variable is used.
Required	Indicates whether the variable is required on the Web page.
Tag Empty When Read from Registry	Indicates whether the companion tag will be blank when the variable value is read from the registry instead of the HTML form.

RFDOCSEND Variables

The RFDOCSEND utility lets you create a Web page from which users may select one or more documents to fax to a single destination. Documents may be standard RightFax library documents, files accessible from the Web server, or files accessible from the fax server.

BILLINFO1

First billing information item that will be associated with the outgoing fax. Whether this is required will depend on the configuration of the fax server.

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Registry
- Companion tag: BILLINFO1
- Tag empty when read from registry: Yes

Example `<input type=text name=billinfo1>`

BILLINFO2

Second billing information item that will be associated with the outgoing fax. Whether this is required will depend on the configuration of the fax server.

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Registry
- Companion tag: BILLINFO2
- Tag empty when read from registry: Yes

Example `<input type=text name=billinfo2>`

CHECK-REQUIRED-FIELDS

When set to a value of "1" or "Yes", this variable causes RFDOCSEND to verify that a value has been given for each required outgoing fax information field. These required fields are set by the fax system administrator. If this option is *not* enabled, it may be possible for a user to submit a fax via RFDOCSEND which does not have all the required fax information fields completed.

- Required: No
- Default: "0"
- Registry-readable: Yes
- Precedence: Form
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=check-required-fields value="1">`

CONFIRM-FORM

The file name that will be used to send a confirmation page to the user. If this value is not given, no confirmation will be sent to the user, and the fax will be submitted to the fax server immediately.

The confirmation form may be any HTML file, but must have the CONFIRM-DATA tag within an HTML form that has RFDOCSEND as its “action.” For example:

```
Click this button to send the fax:
<form method=post action="rfdocsend.exe">
<*confirm-data>
<input type=submit>
</form>
```

When the user selects the submission button, the form and confirmation data are sent back to RFDOCSEND, which then proceeds to actually submit the fax.

This file name is not a URL but an actual file on the Web server’s file system. If the first two characters of the file name are “.\”, the file will be loaded relative to the location of the Rfdocsend.exe program (e.g. “.\confirm.html” will become “c:\cgi-bin\confirm.html” if Rfdocsend.exe is loaded from the \cgi-bin folder). This file may contain any special tags supported by RFDOCSEND (see “RFDOCSEND Tags” on page 54).

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Form
- Companion tag: FORM-CONFIRM
- Tag empty when read from registry: Yes

Example `<input type=hidden name=confirm-form value="c:\confirm.html">`

COVERSHEET

The name of the file used in generating this fax’s cover sheet. This file must exist in the fax server’s \\FCS folder. A list of current cover sheet files can be seen by selecting the cover sheet option when creating a new fax in the FaxUtil program.

- Required: No
- Default: Current user setting
- Registry-readable: Yes
- Precedence: Form
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=text name=coversheet value="default.pcl">`

ERROR-FORM

The file that will be sent to a user when an error occurs. If this value is not given, a very simple text page will be returned in case of errors.

The error form may be any HTML file and may contain any special tags supported by RFDOCSEND (see "RFDOCSEND Tags" on page 54).

This file name is not a URL but an actual file on the Web server's file system. If the first two characters of the file name are ".\", the file will be loaded relative to the location of the Rfdocsend.exe program (e.g., ".\error.html" will become "c:\cgi-bin\error.html" if Rfdocsend.exe is loaded from the \\cgi-bin folder).

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Form
- Companion tag: FORM-ERROR
- Tag empty when read from registry: Yes

Example `<input type=hidden name=error-form value="c:\error.html">`

FAIL-ON-BADDOC

When the value of this variable is set to "1", RFDOCSEND will abort sending a fax whenever it fails to add an attachment. The default behavior is for the program to skip any failed attachment and continue with any other attachments in the fax.

- Required: No
- Default: "0"
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=fail-on-baddoc value="1">`

LIBDOC

This variable adds a fax library document to the outgoing fax. The value must be the document ID of a RightFax library document as created and listed in the Enterprise Fax Manager program. Any number of LIBDOC variables may be

submitted – each is added to the end of the outgoing fax. The library document must be configured in Enterprise Fax Manager to be accessible via the Web.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: ATTACHLIST
- Tag empty when read from registry: N/A

Example `<input type=checkbox name=libdoc value="BROCHURE1">`

LOCAL-FILE

This variable attaches any file to the outgoing fax. The value must be the path to the desired file *relative* to the Web server. This is usually used to send files that are actually stored on the Web server's hard drive, although a path to an entirely different machine (e.g. \\server\path\file) can be used.

For the attached file to be properly handled at the server, it must be one of the file types supported by the fax server's native document conversion feature. Such files include ASCII text, PCL, Microsoft Word, Microsoft Excel, and others.

Since non-library document files do not have descriptions nor a known number of pages, that information may be added as part of the variable's value. Any text following a semicolon in the file name is considered the file's description. Any number following a second semicolon is considered the file's length. This information is for user feedback and display purposes when using the ATTACHLIST or DETAIL-ATTACHLIST tags (see "RFDOCSSEND Tags" on page 54).

Any number of LOCAL-FILE variables may be submitted – each file is added to the end of the outgoing fax.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: ATTACHLIST
- Tag empty when read from registry: N/A

Example `<input type=checkbox name=local-file value="c:\documents\catalog.doc">`
`<input type=checkbox name=local-file value="c:\documents\catalog.doc;Main Document Catalog">`
`<input type=checkbox name=local-file value="c:\documents\catalog.doc;Main Document Catalog;5">`
`<input type=checkbox name=local-file value="c:\documents\catalog.doc;;5">`
`<input type=checkbox name=local-file value="//server2/webfiles/catalog.doc;;5">`

NOTES

The text value assigned to the NOTES variable will be placed on the fax's cover sheet in the standard notes area. Lines will automatically be wrapped to fit within the 70-column, 21-line limit of the notes area.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: NOTES
- Tag empty when read from registry: N/A

Example `<textarea name=notes cols=70 rows=20>This is the notes area. These notes will be placed on the fax's cover sheet.</textarea>`

NOTIFY-EMAIL

When a value is given for this variable, a notification message indicating the success or failure of the actual fax transmission will be sent to the e-mail address provided. The RightFax E-Mail Gateway for SMTP must be installed and correctly configured for the notification to reach the user.

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Registry
- Companion tag: NOTIFY-EMAIL
- Tag empty when read from registry: Yes

Example `<input type=text name=notify-email value="user@domain.com">`

PASS

This is the password corresponding to the USER variable used when RFDOCSEND communicates with the fax server (see "USER" on page 53).

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=pass value="password">`

PROTOCOL

Specifies the protocol used to communicate with the fax server given in the SERVER variable (see "SERVER" on page 49). This value can be any one of: "TCPIP," "NAMEDPIPES," or "IPXSPX."

- Required: No
- Default: "TCPIP"
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: SERVER-PROTO
- Tag empty when read from registry: Yes

Example `<input type=hidden name=protocol value="namedpipes">`

SECURE-ID

When this value is given, the outgoing fax will be aborted unless the fax ID of the receiving fax machine matches this value.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: TO-SECURE-ID
- Tag empty when read from registry: N/A

Example `<input type=text name=secure-id value="Acme Corp">`

SERVER

This is the name of the RightFax fax server to which RFDOCSEND should submit the fax. This value may be an IP address if TCP/IP is used as the communications protocol. This fax server must have the RightFax Docs-on-Demand Module installed.

- Required: Yes
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: SERVER-NAME
- Tag empty when read from registry: Yes

Example `<input type=hidden name=server value="faxserver">`
`<input type=hidden name=server`
`value="faxserver.company.com">`
`<input type=hidden name=server value="128.0.0.1">`

SERVER-FILE

This variable attaches any file to the outgoing fax. The value must be the path to the desired file *relative* to the fax server. This is most often used to send files that

are actually stored on the fax server's hard drive, although a path to an entirely different machine can be used. [see "LOCAL-FILE" on page 46.](#)

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: ATTACHLIST
- Tag empty when read from registry: N/A

Example `<input type=checkbox name=server-file value="c:\rightfax\webdocs\catalog.doc";5">`

SETCOOKIE

When the value of this variable is set to "1", RFDOCSEND will send a "cookie" to the browser when a fax is successfully submitted to the fax server. This cookie is a pointer to the submitted fax. The RFFAXSTAT.EXE ([see "Installing Web Fax Tools" on page 30](#)) program can be used to query this cookie information and present the user with the current status of any faxes submitted.

- Required: No
- Default: "0"
- Registry-readable: Yes
- Precedence: Form
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=setcookie value="1">`

SUCCESS-FORM

The file that will be sent to a user when a fax is successfully submitted to the fax server. If this value is not given, a simple text page will be returned upon successful submission.

The success form may be any HTML file, and may contain any special tags supported by RFDOCSEND ([see "RFDOCSEND Tags" on page 54](#)).

This file name is not a URL but an actual file on the Web server's file system. If the first two characters of the file name are ".\" , then the file will be loaded relative to

the location of the Rfdocsend.exe program (e.g., “.\success.html” will become “c:\cgi-bin\success.html” if Rfdocsend.exe is loaded from the \cgi-bin folder).

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Form
- Companion tag: FORM-SUCCESS
- Tag empty when read from registry: Yes

Example `<input type=hidden name=success-form value="c:\success.html">`

TEMPDIR

RFDOCSEND requires a temporary folder in which to place working files as it submits faxes to the fax server. A folder can be provided explicitly using this variable. If none is supplied, the program will select an appropriate working folder for the system on which it is installed.

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: TEMPDIR
- Tag empty when read from registry: Yes

Example `<input type=hidden name=tempdir value="c:\temp">`

TO-CITYSTATE

This value is placed on the “City, State” line of the fax cover sheet.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: TO-CITYSTATE
- Tag empty when read from registry: N/A

Example `<input type=text name=to-citystate value="Tucson, AZ">`

TO-COMPANY

This value is placed on the “Company” line of the fax cover sheet.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: TO-COMPANY
- Tag empty when read from registry: N/A

Example `<input type=text name=to-company value=“RightFax”>`

TO-FAXNUM

This is the destination fax number for the outgoing fax.

- Required: Yes
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: TO-CITYSTATE
- Tag empty when read from registry: N/A

Example `<input type=text name=to-faxnum value=“555-1234”>`

TO-NAME

This value is placed on the “Name” line of the fax cover sheet.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: TO-NAME
- Tag empty when read from registry: N/A

Example `<input type=text name=to-name value=“Zaphod
Beeblebrox”>`

TO-VOICENUM

This value is placed on the “Voice Number” line of the fax cover sheet.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: TO-VOICENUM
- Tag empty when read from registry: N/A

Example `<input type=text name=to-voicenum value=“555-4321”>`

USER

This is the RightFax user ID that RFDOSSEND uses to log on to the fax server and submit the outgoing fax. If the user ID has a password set, it must be provided using the PASS variable.

Faxes will be submitted to the server as if a user had logged in using the FaxUtil program and this user ID, meaning that all default settings assigned to this user will be in effect (e.g., cover sheet, delete-after-send, etc.).

- Required: Yes
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: SERVER-USER
- Tag empty when read from registry: Yes

Example `<input type=hidden name=user value=“webtools”>`

USE-REGISTRY

When this variable exists as part of the submission data, RFDOSSEND will attempt to read many of its settings from the Windows NT registry on the Web server. This variable is provided for security reasons, Allowing users to see the fax server name, user ID, and password used for RFDOSSEND could result in unauthorized access to the RightFax system.

RFDOSSEND will search for registry values under the HKEY_LOCAL_MACHINE\SOFTWARE\RightFax\WebTools\RFDOSSEND key. Any variables listed in this documentation as being “registry-readable” can be placed in the registry under this key using the same name as that used for the variable itself (i.e., the SERVER variable can be a registry value named

“SERVER”). Note that each value (including numeric values), is expected to be a string data type in the registry.

To allow for multiple configuration sets, any value set for the USE-REGISTRY variable will be added to the end of the registry key used by RFDOSSEND. Thus, a value of “SALES-PAGE” will cause RFDOSSEND to search for the \\RightFax\WebTools\RFDOSSEND\SALES-PAGE registry key for its configuration variables. Nothing is added to the registry key when the value for this variable is left blank.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example

```
<input type=hidden name=use-registry value="">
<input type=hidden name=use-registry value="sales-
page">
```

RFDOSSEND Tags

The following tags may appear in any file that will be returned to the user by RFDOSSEND (Error-Form, Confirm-Form, or Success-Form).

< *ATTACHITEM-DESC >

Used between the <*DETAIL-ATTACHLIST> and <*DETAIL-END> tags, this tag indicates where an attachment’s description should be placed.

- Companion variables: LIBDOC, LOCAL-FILE, SERVER-FILE
- Tag empty when variable read from registry: N/A

< *ATTACHITEM-FILE >

Used between the <*DETAIL-ATTACHLIST> and <*DETAIL-END> tags, this tag indicates where the document ID for a library attachment or the file name for a file attachment should be placed.

- Companion variables: LIBDOC, LOCAL-FILE, SERVER-FILE
- Tag empty when variable read from registry: N/A

< *ATTACHITEM-SIZE >

Used between the <*DETAIL-ATTACHLIST> and <*DETAIL-END> tags, this tag indicates where an attachment's length (in pages) should be placed.

- Companion variables: LIBDOC, LOCAL-FILE, SERVER-FILE
- Tag empty when variable read from registry: N/A

< *ATTACHITEM-TYPE >

Used between the <*DETAIL-ATTACHLIST> and <*DETAIL-END> tags, this tag indicates where an attachment's type (one of "Library Document", "Web Server File", or "Fax Server File") should be placed.

- Companion variables: LIBDOC, LOCAL-FILE, SERVER-FILE
- Tag empty when variable read from registry: N/A

< *ATTACHLIST >

This tag results in a simple table of the attachments included in the outgoing fax. It should be placed between the standard HTML table tags (<TABLE> and </TABLE>) since it generates only table row (<TR></TR>) information.

- Companion variables: LIBDOC, LOCAL-FILE, SERVER-FILE
- Tag empty when variable read from registry: N/A

< *BILLINFO1 >

Places whatever text is currently set for the outgoing fax's first billing item.

- Companion variable: BILLINFO1
- Tag empty when variable read from registry: Yes

< *BILLINFO2 >

Places whatever text is currently set for the outgoing fax's second billing item.

- Companion variable: BILLINFO2
- Tag empty when variable read from registry: Yes

< *CONFIRM-DATA >

This tag should be placed between the standard HTML form tags (<FORM...> and </FORM>) on any confirmation form used with RFDOCSEND. (see ["CONFIRM-FORM" on page 43](#)).

- Companion variable: N/A
- Tag empty when variable read from registry: N/A

< *DETAIL-ATTACHLIST >

This marks the beginning of a detailed attachment list that can be used as an alternative to the simple < *ATTACHLIST > tag. Anything between this tag and the < *DETAIL-END > tag is repeated for each attachment belonging to the outgoing fax.

The < *DETAIL-ATTACHLIST > / < *DETAIL-END > tag pair should be placed between standard HTML table tags (<TABLE> and </TABLE>). < *ATTACHITEM... > tags are then used to specify where specific attachment information should be placed for each record. For example, here is a list of the attachments that will be sent with your fax:

```
<table>
<tr><th>Description</th><th>Pages</th></tr>
< *detail-attachlist>
<tr><td>< *attachitem-desc ></td><td>< *attachitem-size ></td></tr>
< *detail-end>
</table>
```

- Companion variables: LIBDOC, LOCAL-FILE, SERVER-FILE
- Tag empty when variable read from registry: N/A

< *DETAIL-END >

This marks the end of a detail record. see [" < *DETAIL-ATTACHLIST > " on page 56](#).

- Companion variable: N/A
- Tag empty when variable read from registry: N/A

< *FORM-CONFIRM >

Places the fiile name for the confirmation form.

- Companion variable: CONFIRM-FORM
- Tag empty when variable read from registry: Yes

< *FORM-ERROR >

Places the file name for the error form.

- Companion variable: ERROR-FORM
- Tag empty when variable read from registry: Yes

< *FORM-SUCCESS >

Places the file name for the success form.

- Companion variable: SUCCESS-FORM
- Tag empty when variable read from registry: Yes

< *LAST-ERROR >

Places a text message describing the last error condition encountered by RFDOSEND. This is useful only as part of the error form. (see "**< *FORM-ERROR >**" on page 57).

- Companion variable: N/A
- Tag empty when variable read from registry: N/A

< *NOTES >

Places any cover sheet notes provided by the user.

- Companion variable: NOTES
- Tag empty when variable read from registry: N/A

< *NOTIFY-EMAIL >

Places any e-mail notification address for this fax.

- Companion variable: NOTIFY-EMAIL
- Tag empty when variable read from registry: Yes

< *SERVER-NAME >

Places the name of the fax server that will receive this fax submission.

- Companion variable: SERVER
- Tag empty when variable read from registry: Yes

< *SERVER-PROTO >

Places protocol used to communicate with the fax server.

- Companion variable: PROTOCOL
- Tag empty when variable read from registry: Yes

< *SERVER-USER >

Places the user ID of the fax owner when submitting the fax to the server.

- Companion variable: USER
- Tag empty when variable read from registry: Yes

< *TEMPDIR >

Places the folder used for temporary file storage.

- Companion variable: TEMPDIR
- Tag empty when variable read from registry: Yes

< *TO-CITYSTATE >

Places any city/state information provided by the user.

- Companion variable: TO-CITYSTATE
- Tag empty when variable read from registry: N/A

< *TO-FAXNUM >

Places the destination fax number for this fax.

- Companion variable: TO-FAXNUM
- Tag empty when variable read from registry: N/A

< *TO-NAME >

Places any recipient name information provided by the user.

- Companion variable: TO-NAME
- Tag empty when variable read from registry: N/A

< *TO-NAMEORFAXNUM >

Places the recipient name if provided by the sender; otherwise places the destination fax number.

- Companion variables: TO-NAME, TO-FAXNUM
- Tag empty when variable read from registry: N/A

< *TO-SECUREID >

Places any secure destination fax ID provided by the user.

- Companion variable: SECURE-ID
- Tag empty when variable read from registry: N/A

< *TO-VOICENUM >

Places any recipient voice telephone number information provided by the user.

- Companion variable: TO-VOICENUM
- Tag empty when variable read from registry: N/A

RFFAXSTAT Variables

The RFFAXSTAT utility lets you create a Web page from which users may check on the current status of faxes sent by the RFDOCSSEND utility. The SETCOOKIE option must have been used when the fax was submitted via RFDOCSSEND, and the same browser used to send the submission must be used for RFFAXSTAT to correctly identify a user's faxes.

The following variables may be submitted as part of a form to RFFAXSTAT.

FAXLIST-FORM

The file name of the file that will be used to display the status of a user's faxes.

The faxlist form may be any HTML file but should include the FAXLIST (page 64) or DETAIL-FAXLIST (page 63) tags to actually display the list of faxes.

This file name is not a URL but an actual file on the Web server's file system. If the first two characters of the file name are ".\", the file will be loaded relative to the location of the Rffaxstat.exe program (e.g., ".\faxlist.html" will become "c:\cgi-bin\faxlist.html" if Rffaxstat.exe is loaded from the \cgi-bin folder). This

file may contain any special tags supported by RFFAXSTAT (see “RFFAXSTAT Tags” on page 62).

- Required: Yes
- Default: None
- Registry-readable: Yes
- Precedence: Form
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=faxlist-form value="c:\faxlist.html">`

PASS

This is the password corresponding to the USER variable used when RFFAXSTAT communicates with the fax server. (see “USER” on page 61).

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: PASS
- Tag empty when read from registry: Yes

Example `<input type=hidden name=pass value="password">`

PROTOCOL

Specifies the protocol used to communicate with the fax server given in the SERVER variable (described later). This value can be any one of “TCPIP,” “NAMEDPIPES,” or “IPXSPX.”

- Required: No
- Default: “TCPIP”
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: PROTOCOL
- Tag empty when read from registry: Yes

Example `<input type=hidden name=protocol value="namedpipes">`

SERVER

This is the name of the RightFax fax server with which RFFAXSTAT should communicate. This value may be an IP address if TCP/IP is used as the communications protocol. This fax server must have the RightFax Docs-on-Demand Module installed.

- Required: Yes
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: SERVER
- Tag empty when read from registry: Yes

Example

```
<input type=hidden name=server value="faxserver">
<input type=hidden name=server
value="faxserver.company.com">
<input type=hidden name=server value="128.0.0.1">
```

USER

This is the RightFax user ID that RFFAXSTAT uses to log on to the fax server and query for the current status of faxes. If the user ID has a password set, it must be provided using the PASS variable.

RFFAXSTAT uses the information stored by RFDOSSEND in the user's Web browser "cookies" to select which faxes should be listed. The user ID given with the USER variable is used only to log on to the fax server and does not actually determine whose faxes will be listed.

- Required: Yes
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: USER
- Tag empty when read from registry: Yes

Example

```
<input type=hidden name=user value="webtools">
```

USE-REGISTRY

When this variable exists as part of the submission data, RFFAXSTAT will attempt to read many of its settings from the Windows NT® registry on the Web server. This variable is provided for security reasons. Allowing users to see the

fax server name, user ID, and password used for RFFAXSTAT could result in unauthorized access to the RightFax system.

RFFAXSTAT will search for registry values under the HKEY_LOCAL_MACHINE\Software\RightFax\WebTools\RFFAXSTAT key. Any variables listed in this documentation as being “registry-readable” can be placed in the registry under this key using the same name as that used for the variable itself (i.e., the SERVER variable can be a registry value named “SERVER”). Note that each value (even numeric values), is expected to be a string data type in the registry.

To allow for multiple configuration sets, any value set for the USE-REGISTRY variable will be added to the end of the registry key used by RFFAXSTAT. Thus, a value of “SALES-PAGE” will cause RFFAXSTAT to search for the \\RightFax\WebTools\RFFAXSTAT\SALES-PAGE registry key for its configuration variables. Nothing is added to the registry key when the value for this variable is left blank.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=use-registry value="">
<input type=hidden name=use-registry value="sales-
page">`

RFFAXSTAT Tags

The following tags may appear in the fax list file returned to the user by RFFAXSTAT (Faxlist-Form).

< *DETAIL-END >

This marks the end of a detail record. (see “< *DETAIL-ATTACHLIST >” on page 56).

- Companion variable: N/A
- Tag empty when variable read from registry: N/A

< *DETAIL-FAXLIST >

This marks the beginning of a detailed fax list that can be used as an alternative to the simple <*FAXLIST> tag. Anything between this tag and the <*DETAIL-END> tag is repeated for each fax item listed.

The <*DETAIL-FAXLIST> / <*DETAIL-END> tag pair should be placed between standard HTML table tags (<TABLE> and </TABLE>). <*FAXITEM...> tags are then used to specify where specific fax status information should be placed for each record. For example:

Here is the current status of faxes you've sent from this browser:

```
<table>
<tr><th>Recipient</th><th>Status</th></tr>
<*detail-faxlist>
<tr><td><*faxitem-toname></td><td><*faxitem-status></td></tr>
<*detail-end>
</table>
```

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *FAXITEM-BILLINFO1 >

Places the fax's first billing item.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *FAXITEM-BILLINFO2 >

Places the fax's second billing item.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *FAXITEM-TIME >

Places the fax's date and item.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *FAXITEM-TOFAX >

Places the fax's destination fax number.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *FAXITEM-TONAME >

Places the fax's recipient name.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *FAXITEM-SIZE >

Places the fax's length (in pages).

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *FAXITEM-STATUS >

Places the fax's current status condition.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *FAXLIST >

This tag results in a simple list of faxes sent through RFDOSSEND from the current Web browser. It should be placed between the HTML table tags <TABLE> and </TABLE> since it generates only table row (<TR></TR>) information.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

< *PASS >

Places the password used to log on to the fax server.

- Companion variable: PASS
- Tag empty when variable read from registry: Yes

< *PROTOCOL >

Places the protocol used to communicate with the fax server.

- Companion variable: PROTOCOL
- Tag empty when variable read from registry: Yes

< *SERVER >

Places the name of the fax server with which RFFAXSTAT will communicate.

- Companion variable: SERVER
- Tag empty when variable read from registry: Yes

< *USER >

Places the user ID used to log on to the fax server.

- Companion variable: USER
- Tag empty when variable read from registry: Yes

RFLIBLIST Variables

The RFLIBLIST utility lets you create a Web page that lists documents in the RightFax Document Library database. The resulting list can then be fed back into RFDOCSEND, allowing users to fax documents directly from the list.

The following variables may be submitted as part of a form to RFLIBLIST.

LIBLIST-FOLDER

Normally, RFLIBLIST will create a listing of all Web-accessible documents in the main document folder. For versions of RightFax that allow creating sub-folders in the library document database, this variable specifies the particular folder from which documents will be listed.

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=liblist-folder value="marketing">`

LIBLIST-FORM

The file name of the file which will be used to display the library document listing.

This may be any HTML file but should include the LIBLIST or DETAIL-LIBLIST tags to actually display the list of documents (see “RFLIBLIST Tags” on page 69).

The file may also contain a form that can be used in calling RFDOCSEND. For details on its requirements and the sample HTML files for examples on how this can be done, see “RFDOCSEND Variables” on page 42

Note that this file name is not a URL but an actual file on the Web server’s file system. If the first two characters of the file name are “.\”, the file will be loaded relative to the location of the Rflliblist.exe program (e.g., “.\liblist.html” will become “c:\cgi-bin\liblist.html” if Rflliblist.exe is loaded from the cgi-bin folder). This file may contain any special tags supported by RFLIBLIST (see “RFLIBLIST Tags” on page 69).

- Required: Yes
- Default: None
- Registry-readable: Yes
- Precedence: Form
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=liblist-form value="c:\liblist.html">`

LIBLIST-SEARCHSTRING

When a value is given for this variable, only library documents whose ID or description contains this substring will be listed.

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Form
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=text name=liblist-searchstring value="frank">`

PASS

This is the password corresponding to the USER variable used when RFLIBLIST communicates with the fax server (see "USER" on page 68).

- Required: No
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: PASS
- Tag empty when read from registry: Yes

Example `<input type=hidden name=pass value="password">`

PROTOCOL

Specifies the protocol used to communicate with the fax server given in the SERVER variable (described later). This value can be any one of: "TCPIP", "NAMEDPIPES", or "IPXSPX".

- Required: No
- Default: "TCPIP"
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: PROTOCOL
- Tag empty when read from registry: Yes

Example `<input type=hidden name=protocol value="namedpipes">`

SERVER

This is the name of the RightFax fax server with which RFLIBLIST should communicate. This value may be an IP address if TCP/IP is used as the

communications protocol. This fax server must have the RightFax Docs-on-Demand Module installed.

- Required: Yes
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: SERVER
- Tag empty when read from registry: Yes

Example `<input type=hidden name=server value="faxserver">`
`<input type=hidden name=server`
`value="faxserver.company.com">`
`<input type=hidden name=server value="128.0.0.1">`

USER

This is the RightFax user ID that RFLIBLIST uses to log on to the fax server. If the user ID has a password set, it must be provided using the PASS variable.

- Required: Yes
- Default: None
- Registry-readable: Yes
- Precedence: Registry-exclusive
- Companion tag: USER
- Tag empty when read from registry: Yes

Example `<input type=hidden name=user value="webtools">`

USE-REGISTRY

When this variable exists as part of the submission data, RFLIBLIST will attempt to read many of its settings from the Windows NT registry on the Web server. This variable is provided for security reasons. Allowing users to see the fax server name, user ID, and password used for RFLIBLIST could result in unauthorized access to the RightFax system.

RFLIBLIST will search for registry values under the HKEY_LOCAL_MACHINE\Software\RightFax\WebTools\RFLIBLIST key. Any variables listed in this documentation as being "registry-readable" can be placed in the registry under this key using the same name as that used for the variable itself (i.e., the SERVER variable can be a registry value named "SERVER"). Note that each value (even numeric values), is expected to be a string data type in the registry.

To allow for multiple configuration sets, any value set for the USE-REGISTRY variable will be added to the end of the registry key used by RFLIBLIST. Thus, a value of "SALES-PAGE" will cause RFLIBLIST to search for the \\RightFax\WebTools\RFLIBLIST\SALES-PAGE registry key for its configuration variables. Nothing is added to the registry key when the value for this variable is left blank.

- Required: No
- Default: None
- Registry-readable: No
- Precedence: N/A
- Companion tag: N/A
- Tag empty when read from registry: N/A

Example `<input type=hidden name=use-registry value="">`
`<input type=hidden name=use-registry value="sales-`
`page">`

RFLIBLIST Tags

The following tags may appear in the output file returned to the user by RFLIBLIST (LibList-Form).

< *DETAIL-END >

This marks the end of a detail record. (see "[< *DETAIL-ATTACHLIST >](#)" on page 56).

- Companion variable: N/A
- Tag empty when variable read from registry: N/A

< *DETAIL-LIBLIST >

This marks the beginning of a detailed library document list that can be used as an alternative to the simple < *LIBLIST > tag. Anything between this tag and the < *DETAIL-END > tag is repeated for each fax item listed. Only documents belonging to the folder specified by the LIBLIST-FOLDER variable and marked as Web-accessible in the Enterprise Fax Manager program will be displayed in this list.

The < *DETAIL-FAXLIST > / < *DETAIL-END > tag pair should be placed between standard HTML table tags (< TABLE > and < /TABLE >). < *LIBITEM... > tags are then used to specify where specific fax status information should be placed for each record. For example:

Here is a list of available fax documents:

```
<table>
<tr><th>ID</th><th>Description</th></tr>
<*detail-liblist>
<tr><td><*libitem-id></td><td><*libitem-desc></td></tr>
<*detail-end>
</table>
```

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

<*LIBITEM-DESC>

Places the document's description.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

<*LIBITEM-ID>

Places the document's ID.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

<*LIBITEM-LENGTH>

Places the document's length (in pages).

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

<*LIBLIST>

This tag results in a simple list of the Web-accessible library documents in the folder specified by the LIBLIST-FOLDER variable. It should be placed between the standard HTML table tags (<TABLE> and </TABLE>) since it generates only table row (<TR></TR>) information. Library documents may be set as Web-accessible by using the Enterprise Fax Manager program.

- Companion variables: N/A
- Tag empty when variable read from registry: N/A

<*PASS>

Places the password used to log on to the fax server.

- Companion variable: PASS
- Tag empty when variable read from registry: Yes

<*PROTOCOL>

Places the protocol used to communicate with the fax server.

- Companion variable: PROTOCOL
- Tag empty when variable read from registry: Yes

<*SERVER>

Places the name of the fax server with which RFLIBLIST will communicate.

- Companion variable: SERVER
- Tag empty when variable read from registry: Yes

<*USER>

Places the user ID used to log on to the fax server.

- Companion variable: USER
- Tag empty when variable read from registry: Yes

■ ■ ■

Appendix B

Voice Prompt Files

Both Fax-on-Demand and the TeleConnect modules use voice prompt files located in the \\Rfboard\Mainapp\Voices folder on the RightFax server. Some voice files are common to both systems, and some are used exclusively by one system or the other.

Voice prompt files are saved as Dialogic® OKI32 files (.VOX files). These files can be customized in Fax-on-Demand (see ["Fax-on-Demand Voice Prompt Files" on page 76](#)) or using a third-party sound editor that supports the Dialogic OKI32 file format.

All files in the \\Rfboard\Mainapp\Voices folder are listed in the following tables along with their voice text.

Voice Files Used by Both Fax-on-Demand and TeleConnect

Table BA Voice Prompt Files Used by Both Fax-on-Demand and TeleConnect

File name	Voice prompt
A.VOX	"...a..."
B.VOX	"...b..."
BADFAXNUM.VOX	"Invalid entry. We will not send documents to that fax number."
BEGINREC.VOX	"You may begin recording after the beep. Press pound when finished."
C.VOX	"...c..."
CATALOG.VOX	"...catalog..."
CATALOGS.VOX	"...catalogs..."
D.VOX	"...d..."
DELVERIF.VOX	"Are you sure you want to delete this message? Press 1. If not, press 2."
DOC.VOX	"...document..."

Table BA Voice Prompt Files Used by Both Fax-on-Demand and TeleConnect (continued)

File name	Voice prompt
DOCS.VOX	"...documents..."
FAX.VOX	"...fax..."
FAXES.VOX	"...faxes..."
FAXNUM.VOX	"Enter your fax number and then press the pound key."
FAXTYPE.VOX	"If you are calling from your fax machine, press 1. If you wish the fax delivered to a fax number, press 2."
HUNDRED.VOX	"...hundred..."
IFCORREC.VOX	"If this is correct, press 1. To reenter, press 2."
INVALID.VOX	"Invalid entry. Please try again."
ISNOTAVAIL.VOX	"...is not available."
MILLION.VOX	"...million..."
N00.VOX	"...zero..."
N01.VOX - N99.VOX	"...one..." - "...ninety-nine..."
NEW.VOX	"...new..."
NOTONES.VOX	"No entries detected. Please try again."
OUTBOUND.VOX	"...outbound..."
PAGE.VOX	"...page..."
PAGES.VOX	"...pages..."
POUND.VOX	"...pound..."
RECEIVED.VOX	"...received..."
RECMENU.VOX	"To play back, press 1. To record, press 2. To save this message, press 3. To cancel changes, press 4. To delete this message, press 5."
SIL_100.VOX	0.1 second silence
SIL_1000.VOX	1 second silence
SIL_250.VOX	0.25 second silence
SIL_500.VOX	0.5 second silence
STAR.VOX	"...star..."
THAT.VOX	"That..."
THISSESS.VOX	"...this session."
THOUSAND.VOX	"...thousand..."
TOPROCEE.VOX	"To proceed..."

Table BA Voice Prompt Files Used by Both Fax-on-Demand and TeleConnect (continued)

File name	Voice prompt
TOTALING.VOX	"...totalling..."
UPTO.VOX	"...up to..."
YOUHAVE.VOX	"You have..."
YOUMAY.VOX	"You may request..."
YOUSELEC.VOX	"You selected..."

Fax-on-Demand Voice Prompt Files

Table Ba: Fax-on-Demand Voice Prompt Files

File name	Voice prompt
010.VOX	"For an English language menu, press 1."
020.VOX	"You will be charged \$3.00 for this call. You must be 18 years of age or older. To agree and continue, press 1."
050.VOX	"For sales, press 1. For technical support, press 2."
075.VOX	"You have reached the Fax on Demand System."
100.VOX	"To request a catalog of available documents, press 1. To request documents by their individual document number, press 2. To exit the system, press the star key."
101.VOX	"To request a catalog of all available documents, press 1."
102.VOX	"Select a document by entering its document number and then press the pound key."
301.VOX	"To select another document, press 1. To proceed, press 2."
302.VOX	"To select another catalog, press 1. To proceed, press 2."
303.VOX	"If you want to receive this document, press 1. If not, press 2."
306.VOX	"To help identify your fax..."
307.VOX	"Please enter your voice telephone number and then press the pound key."
311.VOX	"You may enter a code which will appear on your cover page. Press 1 if you want to enter a number. Press 2 if you want to enter an alphanumeric sequence. Press 3 to skip this and go on."
312.VOX	"Please enter your alphanumeric sequence and then press the pound key."
804.VOX	"That document is already selected."
822.VOX	"You have had too many errors. You are being disconnected now."
900.VOX	"We will now use the existing telephone connection to send the documents you requested. When you hear the tone signals, press the Start button on your fax machine and you will begin to receive your documents. Thank you for using the system."
901.VOX	"You have documents selected on the system. If you want these documents sent to you, press 1. If not, press 2."
997.VOX	"No documents have been requested. You are being disconnected now."

Table Ba: Fax-on-Demand Voice Prompt Files *(continued)*

File name	Voice prompt
999.VOX	"We will now send the documents you requested. If your fax machine is busy, we will retry three times to send you your documents. You may hang up now."
GETMSGNM.VOX	"Enter the three-digit system message number and then press the Pound key."
RECCAT.VOX	"To record extended catalog descriptions, press 1. To record the main catalog prompt, press 2. To record catalog sub-menus, press 3. To return to the Sysop menu, press the star key."
RECDOC.VOX	"To record extended document descriptions, press 1. To record the document prompt, press 2. To return to the Sysop menu, press the Star key."
RECSYS.VOX	"To record messages by their three-digit message number, press 1. To record the greeting message, press 2. To record the main menu, press 3. To record the one-call good-bye message, press 4. To record the two-call good-bye message, press 5. To return to the Sysop menu, press the Star key."
SYSTEMU.VOX	"To record system messages, press 1. To record catalog messages, press 2. To record document messages, press 3. To return to the main menu, press the star key."
WHCATMEN.VOX	"Enter the catalog menu number and then press the Pound key."
WHICHCAT.VOX	"Enter the catalog number and then press the Pound key."
WHICHDOC.VOX	"Enter the document number and then press the Pound key."

Note By default, message file 999.VOX plays just before hanging up the phone during two-call faxes. If message file 998.VOX is found, Fax-on-Demand will instead play message file 999.VOX, then the number of retries that the system is configured for, followed by 998.VOX. The number of retries is configured with the [NumRetries] keyword in the Fax-on-Demand registry configuration.

TeleConnect Voice Prompt Files

Table BA TeleConnect Voice Prompt Files

File name	Voice prompt
ALLQUE.VOX	"All of your queued faxes will be sent."
BADLOGIN.VOX	"The mailbox and password combination you entered is not valid. Please try again."
COUNT.VOX	"...faxes with a total of..."
FWDFAX.VOX	"Your faxes are currently being forwarded to..."
FWDFAXNM.VOX	"Please enter the fax number to forward your faxes to."
FWDMENU.VOX	"To automatically forward your faxes to a fax machine, press 1. To forward your faxes to a network user, press 2. To disable fax forwarding, press 3. To cancel changes, press the Star key."
FWDNOUS.VOX	"You may not enable fax forwarding to a network user because a destination user has not been specified."
FWDUSER.VOX	"Your faxes are currently being forwarded to a network user."
FWDWARN.VOX	"Your fax forwarding option is currently set to a network user. If you change this, there will be no way to restore this setting over the telephone interface. If you still want to change this option, press 1. If not, press 2."
GOODBYE.VOX	"Goodbye."
GREETING.VOX	"Welcome to RightFax, the leading enterprise fax server."
LOGIN1.VOX	"Please enter your mailbox number."
LOGIN2.VOX	"Please enter your security code."
MAINMENU.VOX	"To retrieve faxes, press 1. To retrieve a list of all faxes, press 2. To hear fax mailbox statistics, press 3. To change mailbox options, press 4. To quit, press the Star key."
NOFWD.VOX	"Your faxes are not currently being forwarded."
NONEWFXS.VOX	"You have no new faxes."
NONQUE.VOX	"We are unable to queue your faxes for transmission."
NOPRINTER.VOX	"Your faxes may not be automatically printed because a destination printer has not been selected."
NOTAVAIL.VOX	"The fax server is not available. We are unable to process your call."
NTFDISAB.VOX	"Alternate notification to another network user is disabled."
NTFENAB.VOX	"Alternate notification to another network user is enabled."
NTFMENU.VOX	"To enable alternate notification press 1. To disable alternate notification, press 2. To cancel changes, press the Star key."

Table BA TeleConnect Voice Prompt Files (continued)

File name	Voice prompt
NTFWARN.VOX	"You may not enable alternate notification because a network user to notify has not been selected."
ONECALL.VOX	"Shared call beginning."
OPTMENU.VOX	"For automatic forwarding options, press 1. For automatic printing options, press 2. For alternate notification options, press 3. To return to the Main menu, press the Star key."
PRNDISAB.VOX	"Your faxes are not being automatically printed."
PRNENABL.VOX	"Your faxes are currently being automatically printed."
PRNMENU.VOX	"To automatically print your faxes, press 1. To disable automatic printing, press 2. To cancel changes, press Star."
RCVSTAT1.VOX	"...received faxes totalling..."
RCVSTAT2.VOX	"...of your received faxes have not been viewed or printed."
RTVERR1.VOX	"You entered an invalid fax ID number."
RTVID1.VOX	"You may retrieve up to..."
RTVID2.VOX	"Enter the fax ID number and press Pound."
RTVMAX.VOX	"You have entered the maximum allowable fax IDs."
RTVMEN.VOX	"To retrieve all new faxes, press 1. To retrieve a list of all faxes, press 2. To retrieve faxes by their ID number, press 3. To return to the Main menu, press the Star key."
SNTSTAT1.VOX	"...outbound faxes totalling..."
SNTSTAT2.VOX	"...are in process..."
SNTSTAT3.VOX	"...have been sent successfully, and..."
SNTSTAT4.VOX	"...are abandoned."
SOMEQUE.VOX	"Not all of your queued faxes will be sent due to an error."
STATMENU.VOX	"For statistics on outbound faxes, press 1. For statistics on inbound faxes, press 2. To return to the main menu, press the Star key."
WAITCNT.VOX	"Please wait while the system retrieves your faxes."
WAITGEN.VOX	"Please standby while we are processing your request."

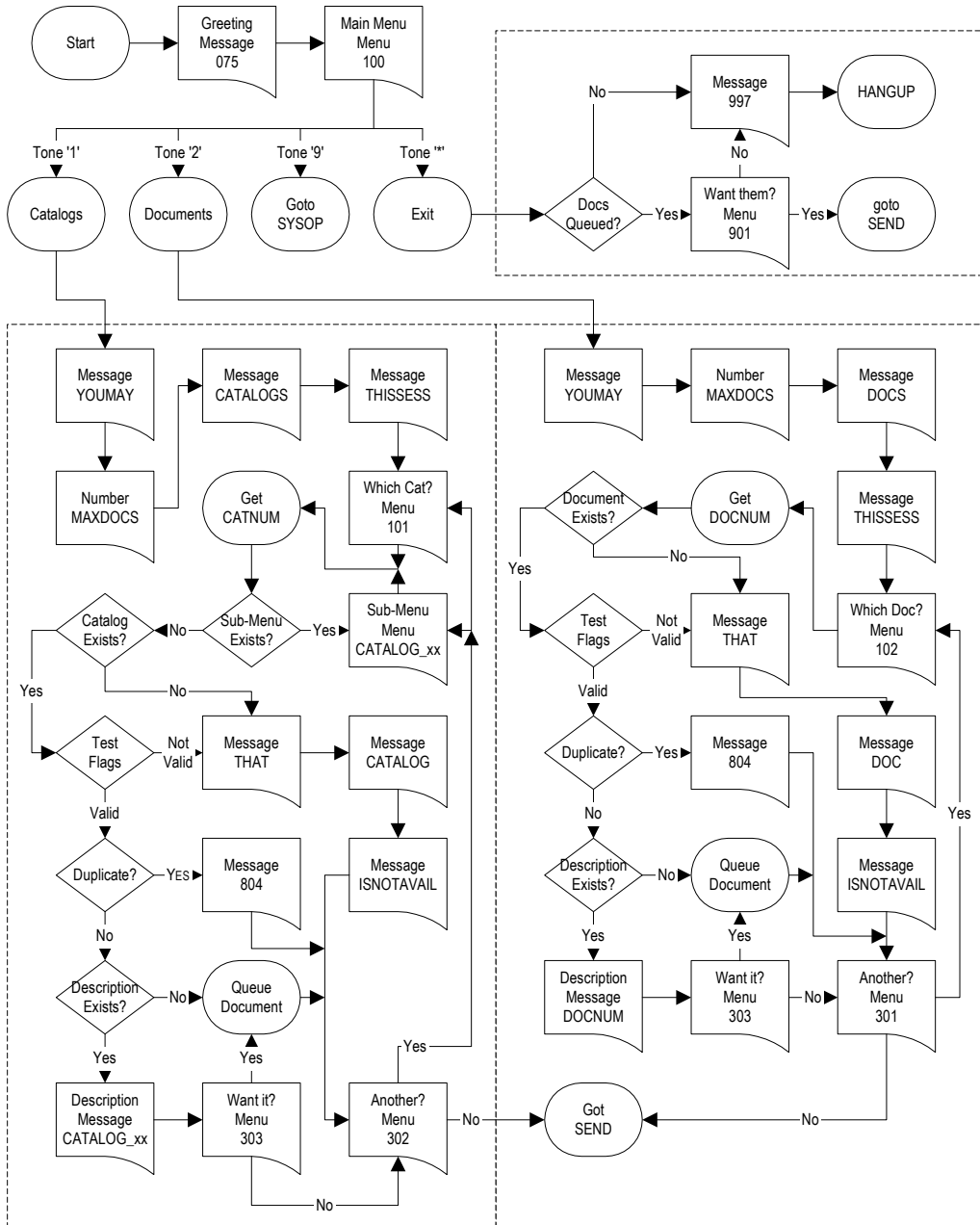
■ ■ ■

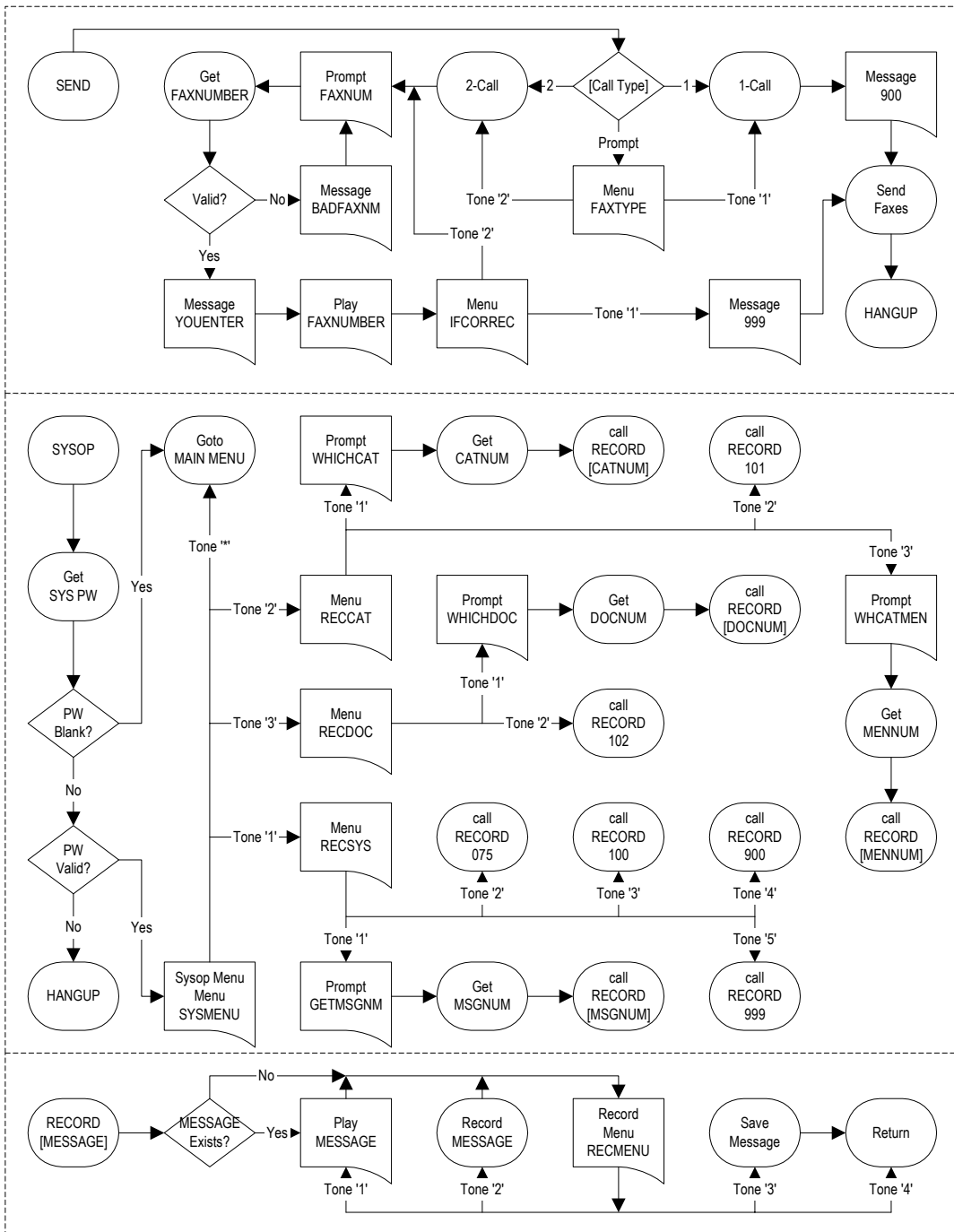
Appendix C

Menu Option Flow Charts

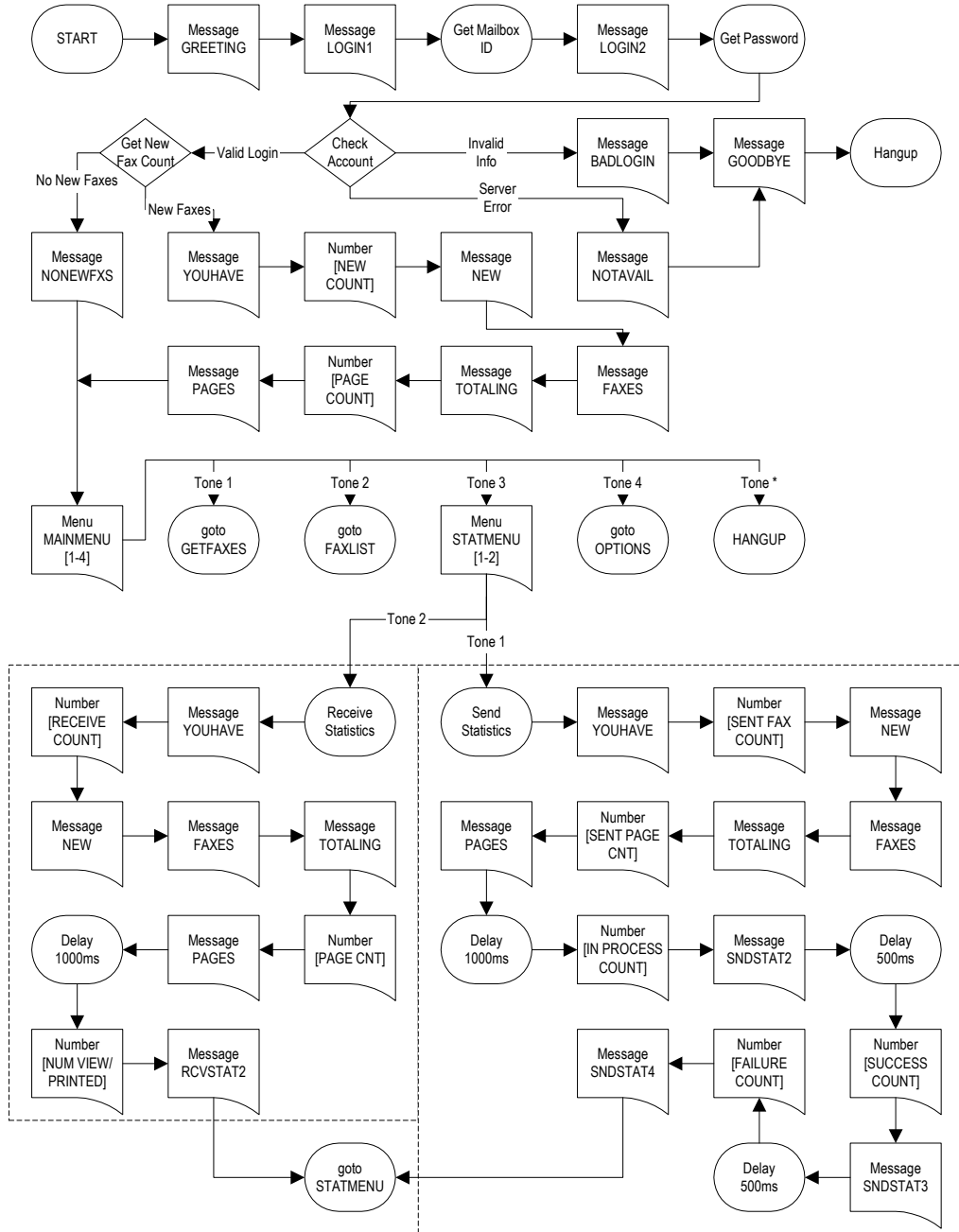
Both Fax-on-Demand and the TeleConnect modules are menu-driven systems that allow users to navigate via voice prompts. The flow charts on the following pages outline the navigational flow for both the Fax-on-Demand and TeleConnect menu systems as they are installed.

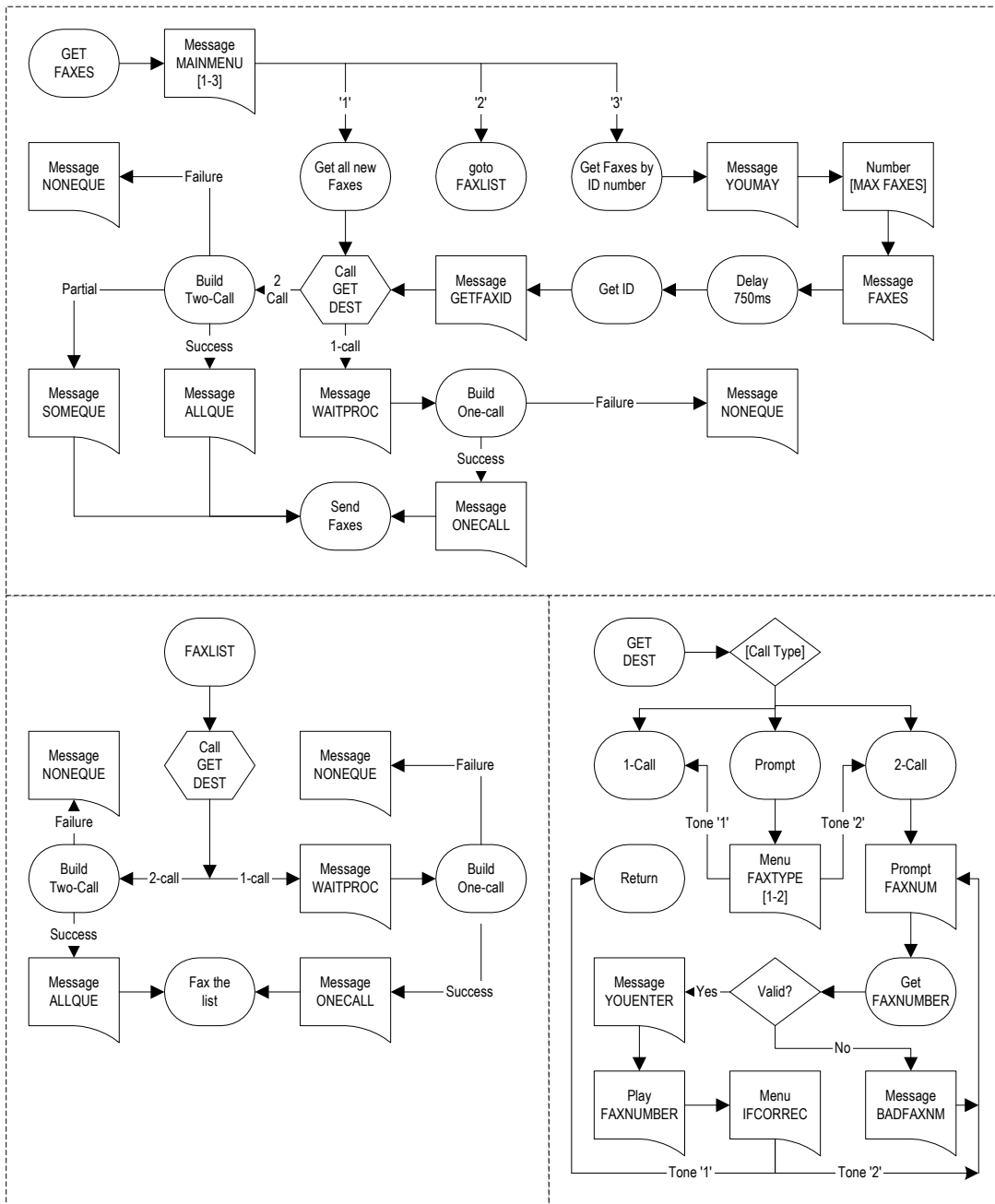
Fax-on-Demand Flow Chart

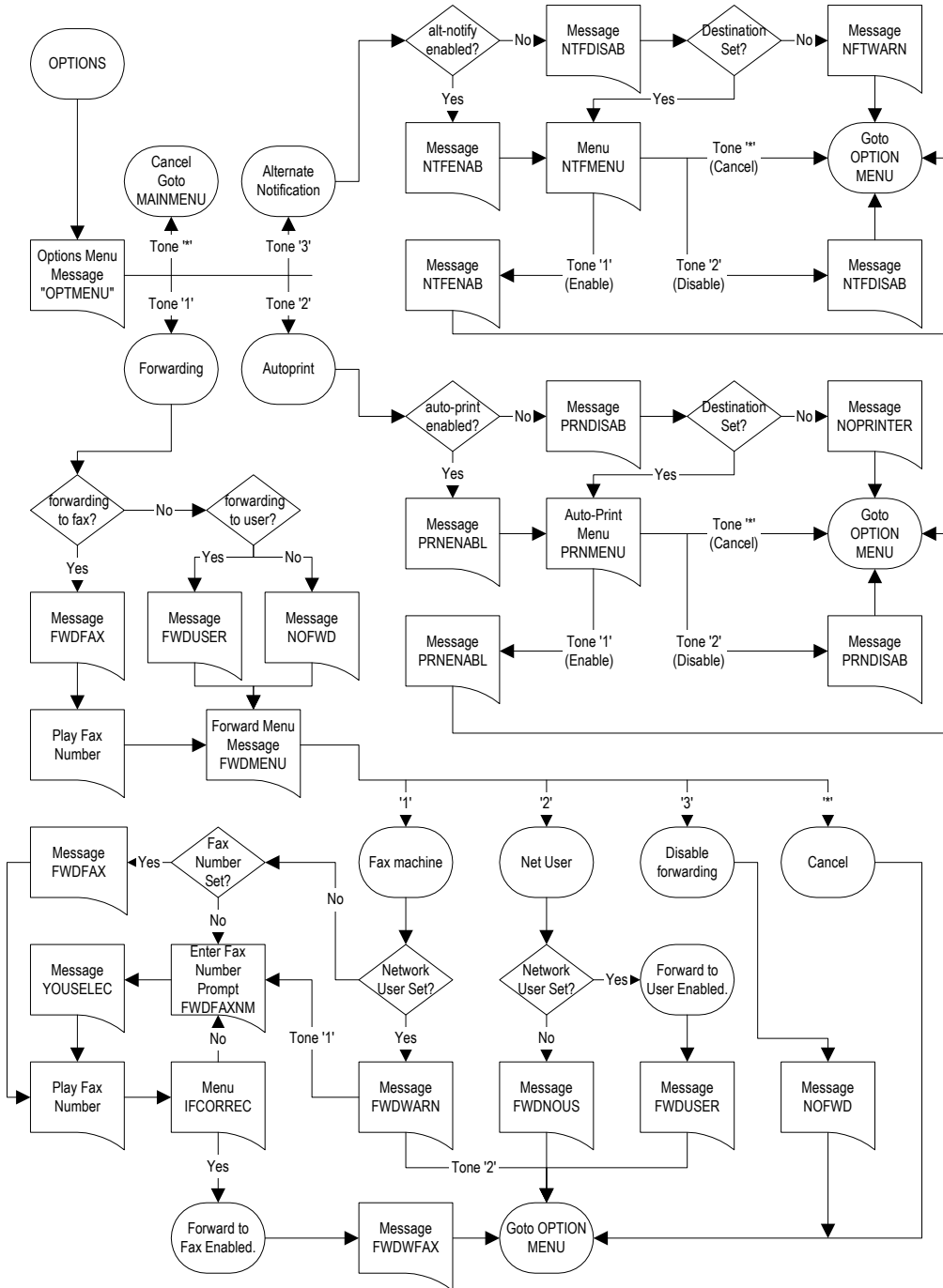




TeleConnect Flow Chart







Appendix D

Fax-on-Demand and TeleConnect Registry Configuration

Fax-on-Demand and TeleConnect are each configured primarily via their own single multi-string (Reg_Multi_SZ) registry entry. Each channel dedicated to Fax-on-Demand has its own configuration registry entry, and each channel dedicated to TeleConnect has *its* own configuration registry entry.

The Fax-on-Demand configuration registry entry is located in
HKEY_LOCAL_MACHINE\Software\RightFax\BoardServer\FOD\Extensions:

The TeleConnect configuration registry entry is located at
HKEY_LOCAL_MACHINE\Software\RightFax\BoardServer\TUI\Extensions:

The multi-string registry entries for both Fax-on-Demand and TeleConnect use the same format: *extension*\keyword(*value*)\keyword(*value*)\...

Where *extension* is the phone number extension or DID channel assigned to Fax-on-Demand, \ is the “grave” character located on the same key as the tilde (~), *keyword* is one of the configuration setting keywords (see “[Fax-on-Demand and TeleConnect Registry Values](#)” on page 88), and *value* is an optional value setting for the keyword.

The phone number extension or DID channel assigned to Fax-on-Demand or TeleConnect is always the first entry. The extension and all keywords must be separated by a grave (') character.

The following table lists all available Fax-on-Demand and TeleConnect keywords, and includes the default settings (if any) and descriptions. The “Used by” column indicates which system the keyword applies to. “FOD” stands for Fax-on-

Demand only, “TC” stands for TeleConnect only, and “Both” indicates that the keyword can be used when configuring either application.

Table DA Fax-on-Demand and TeleConnect Registry Values

Keyword	Used by	Default	Description
900Agree	Both	N/A	900 caller agreement sequence.
900Enable	Both	False	900 telephone processing.
AppType	Both	1	Application type: 0 = TeleConnect 1 = Fax-on-Demand 2 = One-Doc Poll
AskAlphaNumeric	Both	False	Ask caller for alpha-numeric sequence.
AskVoiceNumber	Both	True	Ask caller for voice number.
CallType	Both	0	Default call type: 0 = Prompt 1 = One-call 2 = Two-call
CSID	Both	N/A	CSID to use during a one-call transaction. If blank, it uses the channel default.
DefaultBI1	Both	N/A	Default billing code #1 for a two-call fax from Fax-on-Demand or TeleConnect. With TeleConnect, if a fax is being forwarded from a user’s mailbox, the system will attempt to use the billing codes from the source fax. If no billing codes are present in the source fax, the value specified here, and that of DefaultBI2, will be used.
DefaultBI2	Both	N/A	Default billing code #2 for two-call.
DocListPrefix	FOD	N/A	The prefix used for documents and extended document descriptions.
DocTreePrefix	FOD	CATALOG	The prefix for catalogs, extended catalog descriptions, and catalog sub-menus.
DODReportPath	FOD	FODLOG	The path for Fax-on-Demand reports. If a relative path-spec., it will be relative to \\Rfboard.
ExtDesPath	FOD	MainApp\\ extdes	The path(s) for the extended document description voice files. One or more directories the system will search to play a voice file. Directories are separated with a semicolon. A relative folder specification is relative to the \\Rfboard folder. Any recorded message will be recorded to the first folder listed.

Table DA Fax-on-Demand and TeleConnect Registry Values (continued)

Keyword	Used by	Default	Description
Flags	FOD	0	Fax-on-Demand flags. A value of 1 indicates that phone numbers entered by callers to Fax-on-Demand do not have to be validated against the server dialing plan. The default (0) validates all numbers. This is the most restrictive, but also the safest.
MainMenu0	FOD	Play 103	Main menu option 0.
MainMenu1	FOD	DOCTREE	Main menu option 1.
MainMenu2	FOD	DOCPROMPT	Main menu option 2.
MainMenu3– MainMenu8	FOD	N/A	Main menu options 3–Main menu options 8.
MainMenu9	FOD	Sysop	Main menu 9 option
MainMenuDefault	FOD	N/A	Default Main menu entry in Fax-on-Demand. If not blank, Fax-on-Demand will skip the Main menu entirely, going from the greeting 075.VOX to whatever the default keystroke specifies.
MainMenuPassword0– MainMenuPassword7	FOD	N/A	Main menu password 0 - Main menu password 7.
MainMenuPassword8	FOD	123	Main menu password 8.
MainMenuPassword9	FOD	123	Main menu password 9.
MaxCats	FOD	1	Maximum number of catalogs that can be requested per call.
MaxDocs	FOD	3	Maximum number of documents that can be requested per call.
MaxErrors	Both	3	Maximum number of errors allowed (timeouts, invalid doc numbers, etc.) If this number is exceeded, the caller will be disconnected.
MaxFaxes	Both	32	The maximum number of faxes sent out in one call by TeleConnect.
MultiApp0–MultiApp9	FOD	N/A	Multi-app application 0–Multi-app application 9.
MultiAppEnable	FOD	False	Enable/disable multiple applications.
MultiAppPassword0– MultiAppPassword9	FOD	N/A	Multi-app password 0–Multi-app password 9.
Multilingual	Both	False	Multilingual support enabled/disabled.
ODP_DocID	FOD	N/A	Library document ID to send during a One-Doc Poll call.
ODP_Flags	FOD	0	Flags for One-Doc Poll. A value of 1 indicates that no “Start” message will be played to the caller telling him to press the start button.

Table DA Fax-on-Demand and TeleConnect Registry Values (continued)

Keyword	Used by	Default	Description
ODP_InitialPrompt	FOD	N/A	Full path of the voice file to play before sending in a One-Doc Poll call.
ODP_IPKFile	FOD	N/A	IPK file to send instead of a library document during a One-Doc Poll call.
PlaybackCatNum	FOD	False	Determines whether Fax-on-Demand plays back the catalog number the caller requests.
PlaybackDocNum	FOD	False	Determines whether Fax-on-Demand plays back the document number the caller requests.
PlayMaxCats	FOD	True	Determines whether the system plays the Maxcats.vox file to the caller.
PlayMaxDocs	FOD	True	Determines whether the system plays the Maxdocs.vox file to the caller.
RecipientName	FOD	Customer	The recipient name used on cover pages and status lines of outgoing Fax-on-Demand faxes.
Retries	FOD	3	Number of retries to send a two-call fax. This is the number that plays during the two-call goodbye message.
SenderID	FOD	Default	The RightFax user ID used for all faxing from Fax-on-Demand. This account must exist or no faxes will be sent.
SystemPassword	FOD	123	System password for Fax-on-Demand. Required to enter the Sysop menu.
TransferSequence	Both	N/A	PBX transfer sequence. If not blank, Fax-on-Demand transmits this sequence just before hanging up. It is a standard Brooktrout® sequence (TPIF;WU%1234567890ABCD). 39 characters max.
TUIReportPath	TC	TUILOG	The path for TeleConnect reports. If a relative path-spec, it will be relative to \\Rfboard.
VoicePath	Both	MainApp\\voices; voices	The path(s) for voice prompt files. One or more directories the system will search to play a voice file. Directories are separated with a semicolon. A relative folder specification is relative to the \\Rfboard folder. Any recorded message will be recorded to the first folder listed.
VoicePath0	Both	N/A	Language #0 voice folder(s).
VoicePath2–VoicePath9	Both	N/A	Language #2 voice folder(s) – Language #9 voice folder(s).

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