
Fluid Fax 2

Manual

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1. Setup Fluid Fax

1.1 Introduction to Fluid Fax

Fluid Fax is a network fax server where users can send and receive faxes from their desktops.

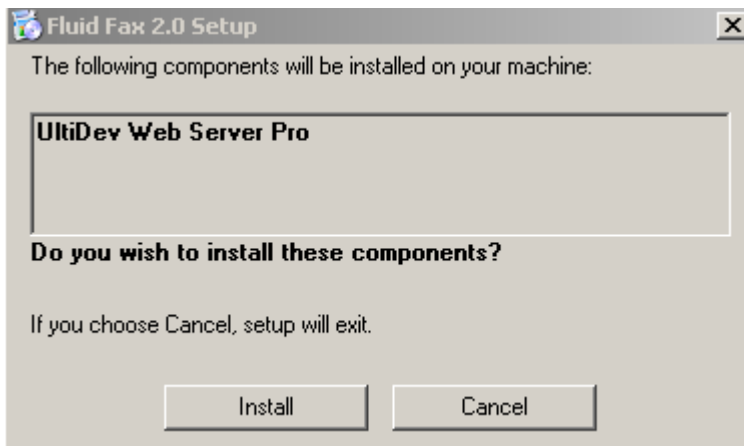
1.2 System requirements

Fluid Fax can be installed on a computer that meets the following requirements:

- Windows XP onwards
- Microsoft DotNet Framework 3.5

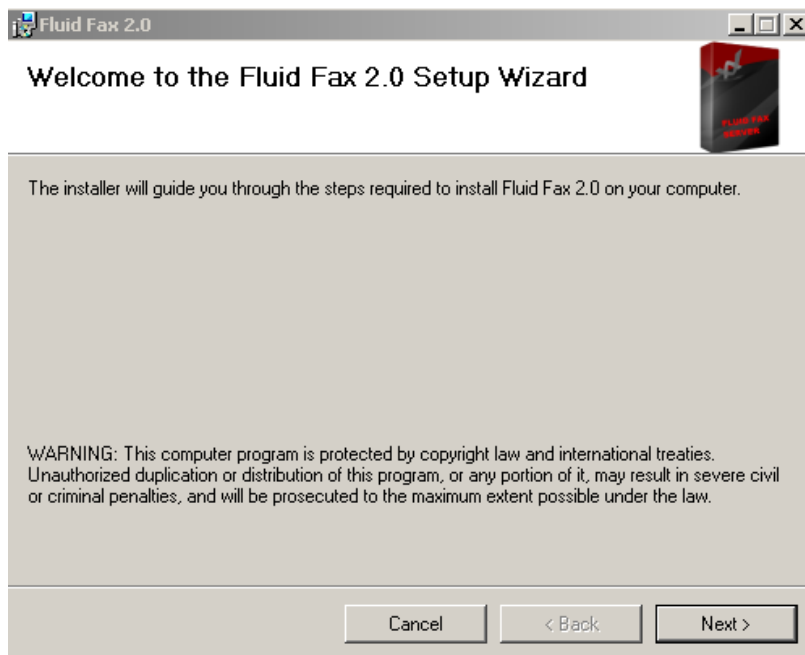
1.3 Installation procedures

1. Logon as Administrator, close all other Windows applications and double click the setup.exe installation program.
2. Fluid Fax is bundled with UltiDev Web Server Pro, a lightweight web server. You will be prompted on its installation. Click **Install** to continue.



Screenshot 1 – Web server installation prompt

3. Fluid Fax setup wizard will be launched. Click **Next** to continue.



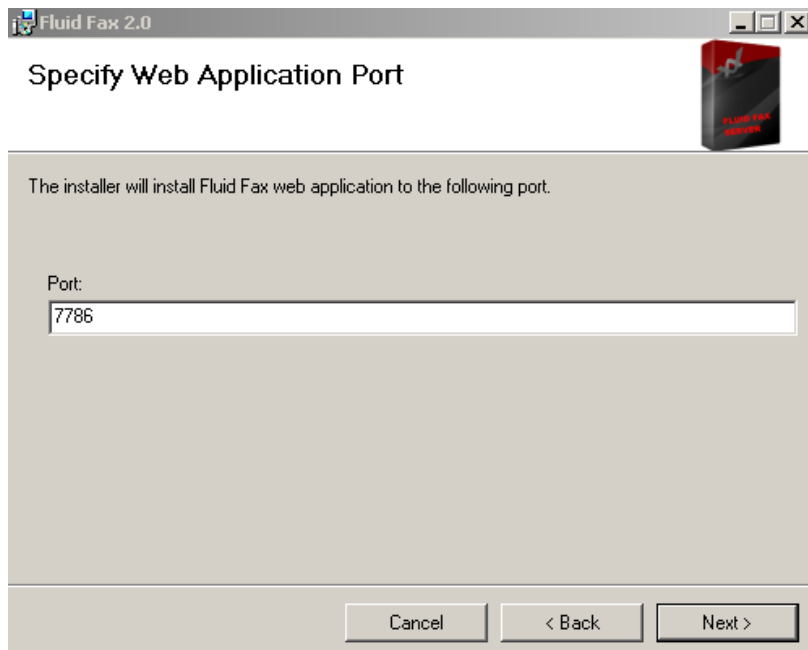
Screenshot 2 – Welcome screen

4. Read the license agreement. If you agree with the license agreement, select **I Agree** and click **Next** to continue.



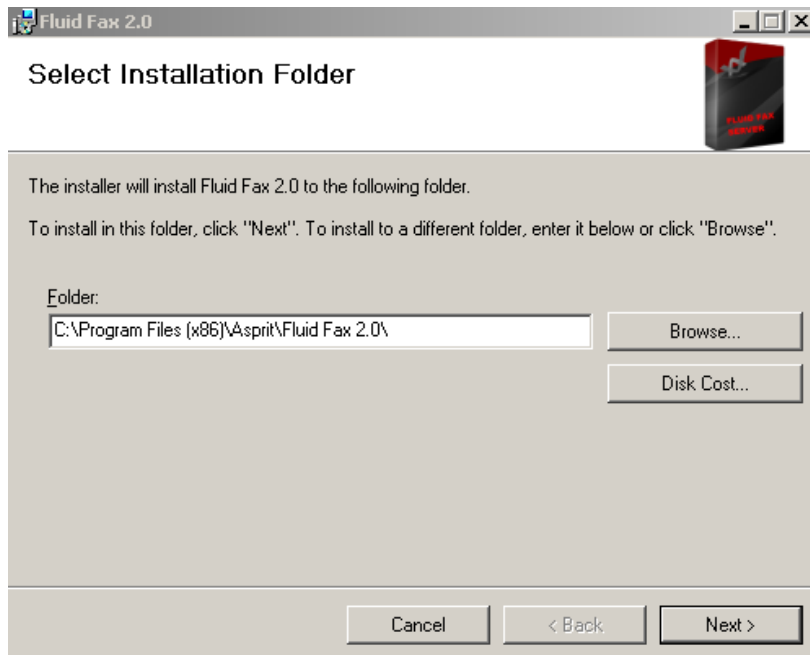
Screenshot 3 – License Agreement

5. Specify the port where Fluid Fax will run its web application. Make sure that the port specified is currently unused. Click **Next** to continue.



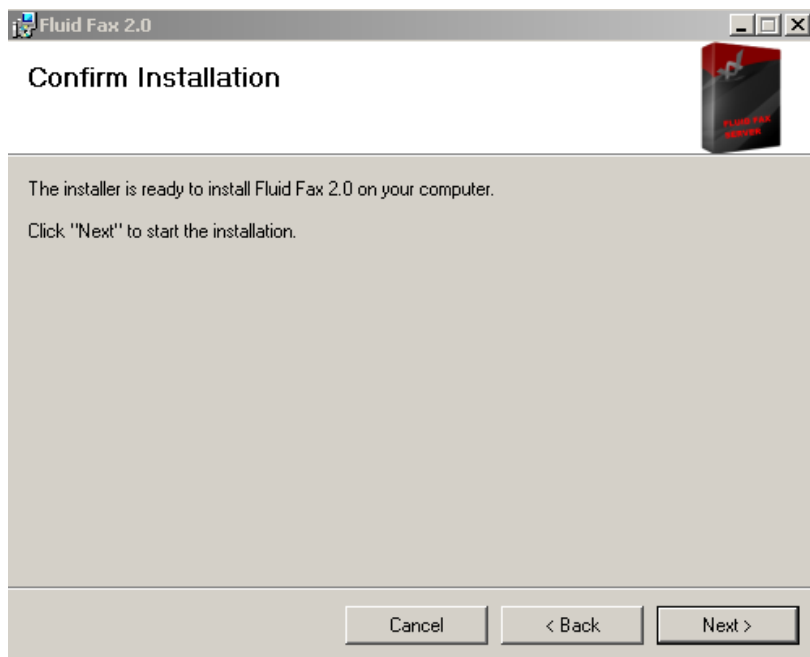
Screenshot 4 – Specify web application port

6. Select the appropriate installation folder and click **Next**.



Screenshot 5 – Select installation folder

7. A confirmation screen will appear. To confirm the installation, click **Next**.



Screenshot 6 – Confirm installation

8. Fluid Fax is successfully installed. The two windows services newly installed must be running
 - Fluid Fax
 - UltiDev Web Server Pro

1.4 Accessing the web application

1. Open the web browser and type `http://<faxservername>:7786/web`, assuming that we are using the default port for the web application which is port 7786.
2. The typical address to access the web application is:
`http://<faxservername>:<webapplicationport>/web`

- To access the web interface from remote computers, make sure that there is no firewall blocking the access to the port.
- For the initial login, login with the built-in administrator account with user name / password as **admin / fluidfax**.

Screenshot 7 – Login page

2. Basic configuration

Configure this section and you can get Fluid Fax up and running very quickly. Remember to restart the Fluid Fax windows service after configuration.

2.1 General

- Access this section via Configuration > General.

Please restart the Fluid Fax service after saving changes.

Screenshot 8 – Basic configuration - General

- Set the fields shown in the following table. Remember to restart the Fluid Fax windows service after saving the settings.

S/N	Field	Description
Company		
1	Company Name	The name of your company. It can appear in the cover page for outgoing faxes.
2	Fax number	The fax number of your company. It can appear in the cover page for outgoing faxes.
3	Fax station ID	The identity of your fax server. It is sent to remote fax machine during faxing. Normally, the company's fax number is used.
4	Fax devices	The fax devices used for faxing. The options include fax modems and Dialogic Diva boards.
Sending faxes		
5	Add cover page	When to add a cover page for an outgoing fax: <ul style="list-style-type: none"> When there is fax content – A cover page is added only if there is fax content. Always add a cover page – A cover page will always be added. Do not add a cover page – No cover page will be added.
6	Retry times	The number of times to retry after fax sending fails.
7	Retry interval	The number of seconds between each retry.
Email notification		
8	Sent success	When to send an email notification for successful outbound fax: <ul style="list-style-type: none"> No email sent to sender – No emails will be sent. Email sender – No fax document – An email will be sent containing no attachments. Email sender with fax document – An email will be sent with the fax document as an attachment.
9	Sent failure	When to send an email notification for failed outbound fax. The options are similar to the options for Sent success.
10	Received faxes	When to send an email notification for received faxes. <ul style="list-style-type: none"> No email sent to fax recipients – No emails will be sent. Email recipients – No fax document – An email will be sent containing no attachments. Email recipients with fax document – An email will be sent with the fax document as an attachment.
Email server – Configure this section if email notification is configured above.		
11	Server name / IP	The name of the SMTP server.
12	SMTP port	The port of the SMTP server. The typical port is 25.
13	Enable SSL	Specifies whether the communication with the SMTP server is via SSL.
14	User ID	The user id used to send out an email.
15	Password	The password used to send out an email.
16	Sender email	The email address of sender of the email notifications.
17	Sender name	The name of the sender of the email notifications.

2.2 Fax lines – Fax modems

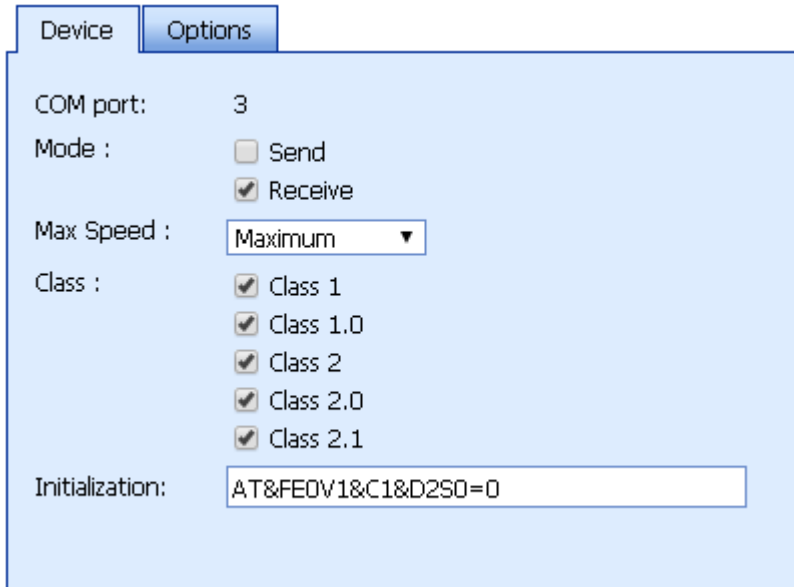
- Access this section via Configuration > Fax lines if the fax devices are fax modems.

Auto detect: 

Line	COM port	Send	Receive	Max Speed	Class 1	Class 1.0	Class 2	Class 2.0	Class 2.1	Initialization
1	3		Y	Maximum	Y	Y	Y	Y	Y	AT&FE0V1&C1&D2S0=0
2	5		Y	4800	Y	Y				AT&FE0V1&C1&D2S0=0
3	6	Y	Y	4800	Y	Y				AT&FE0V1&C1&D2S0=0

Screenshot 9 – Fax lines – Fax modems

2. Click **Auto detect** to allow the system to detect the fax modems that are connected to the server. After auto detection, the list of fax lines will be shown.
3. Click on the **Line** field to configure a fax line.



Device Options

COM port: 3

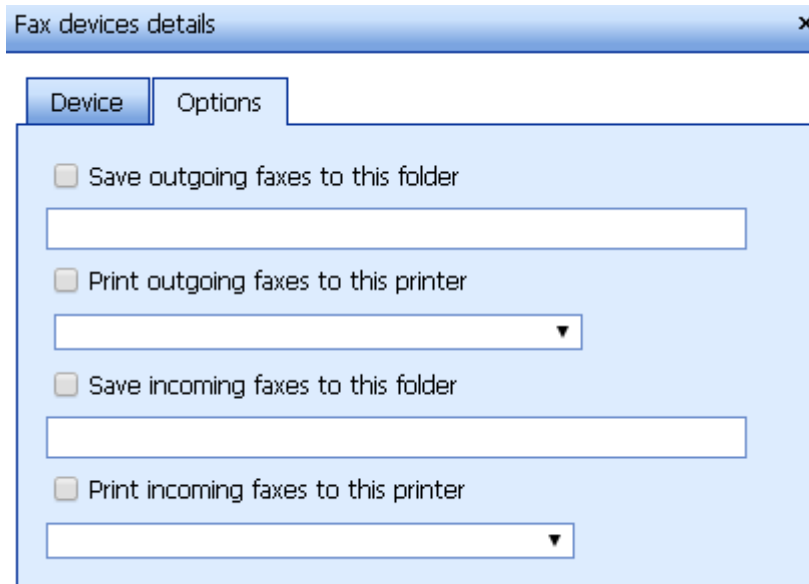
Mode : Send
 Receive

Max Speed : Maximum ▼

Class : Class 1
 Class 1.0
 Class 2
 Class 2.0
 Class 2.1

Initialization: AT&FE0V1&C1&D2S0=0

Screenshot 10 – Fax modem details – Device



Fax devices details

Device Options

Save outgoing faxes to this folder
[Empty text field]

Print outgoing faxes to this printer
[Printer selection dropdown]

Save incoming faxes to this folder
[Empty text field]

Print incoming faxes to this printer
[Printer selection dropdown]

Screenshot 11 – Fax modem details – Options

- Set the fields shown in the following table. Remember to restart the Fluid Fax windows service after saving the settings.

S/N	Field	Description
Device		
1	Mode	This allows the fax modem to be configured for sending or receiving faxes or both.
2	Max speed	The maximum speed for the modem. If you have issues receiving faxes, you should change it to the minimum 4800.
3	Initialization	The initialization string for the fax modem. Normally we use the default value.
4	Class	The class of modem supported by the fax device. Normally, we use the default values.
Options		
4	Save outgoing faxes to this folder	The folder to save outgoing faxes sent by this line.
5	Print outgoing faxes to this printer	The printer to print outgoing faxes sent by this line.
6	Save incoming faxes to this folder	The folder to save incoming faxes received by this line.
7	Print incoming faxes to this printer	The printer to print incoming faxes received by this line.

2.3 Fax lines – Dialogic Diva boards

- Access this section via Configuration > Fax lines if the fax devices are Dialogic Diva boards.

Auto detect: 

Line	Send	Receive	Max speed	Info	Description
1	Y	Y	Maximum	Device 1 / Channel 1 - Analog , PSTN	
2		Y	Maximum	Device 1 / Channel 2 - Analog , PSTN	

Screenshot 12 – Fax lines – Dialogic Diva boards

- Click **Auto detect** to allow the system to detect the Dialogic Diva boards that are inserted into the server. After auto detection, the list of fax lines will be shown.
- Click on the **Line** field to configure a fax line.

[< Back to Fax lines](#)

Line 1 : Device 1 / Channel 1 - Analog , PSTN

General

This line can Send faxes Receive faxes

Max speed :

Dial prefix :

Fax station ID:

Description :

Save / Print

Save outgoing faxes this folder:

Print outgoing faxes to this printer:

Save incoming faxes to this folder:

Print incoming faxes to the this printer:

Users that can send fax through this line

Screenshot 13 – Fax line details

- Set the fields shown in the following table. Remember to restart the Fluid Fax windows service after saving the settings.

S/N	Field	Description
General		
1	Send faxes	Configure the fax line to send faxes.
2	Receive faxes	Configure the fax line to receive faxes.
3	Max speed	The maximum speed for the fax line. You can reduce the speed if you have encountered transmission issues.
4	Dial Prefix	The prefix to be added in front of all fax numbers to use this fax line. The field is set only if the fax line is behind a PBX and typically it is set to 9. This field is not set if the fax line is a direct line.
5	Fax station ID	The identity of the fax line. It is sent to remote fax machine during faxing. Normally, the fax number of the fax line is used. If this information is not set, the Fax station ID of the Company will be used.
6	Description	Description of the fax line such as department name.
Save / Print		
7	Save outgoing faxes to this folder	The folder to save outgoing faxes sent by this line.
8	Print outgoing faxes to this printer	The printer to print outgoing faxes sent by this line.
9	Save incoming faxes to this folder	The folder to save incoming faxes received by this line.
10	Print incoming faxes to this printer	The printer to print incoming faxes received by this line.
Users		
11	Users that can send fax through this line	The default value is Everyone with no restrictions of use. If you wish to limit the usage to a selected group of users, select Only the Following Users and add the selected users into the list.

2.4 Licensed users

- Access this section via Configuration > Licensed users. Fluid Fax supports both local and LDAP users. You can create local users or import LDAP users from a LDAP server such as a Windows domain controller.

2.4.1 Local users

- View the list of local users under the **Local users** tab. You can add and delete users using the icons.  

<input type="checkbox"/>	Name	Email	Role	User ID
<input type="checkbox"/>				
<input type="checkbox"/>	Administrator	sales@asprit.com	Admin	admin
<input type="checkbox"/>	Felicity	felicity@asprit.com	Normal	felicity
<input type="checkbox"/>	Jefferson	jefferson@asprit.com	Normal	jefferson
<input type="checkbox"/>	Normal	normal@asprit.com	Normal	normal

Screenshot 14 – Local users

- Click on the name of a local user to change his information.

User details

Name:

Email:

Role:

User ID:

Password:

Company:

Department:

Tel no.:

Fax no.:

Mobile no.:

Screenshot 15 – Local user details

3. Set the fields shown in the following table. Remember to restart the Fluid Fax windows service after saving the settings.

S/N	Field	Description
1	Name	The name of the user.
2	Email	The email address of the user. This field should be set as Fluid Fax will send email notifications to the user's email address.
3	Role	The three roles are: <ul style="list-style-type: none"> • Administrator – Perform configurations and view the faxes of all users. • Supervisor – View the faxes of all users. • Normal user – View personal faxes only.
4	User ID	The login id of the user.
5	Password	The login password of the user.
6	Company	The company of the user. It can appear in the cover page for outgoing faxes.
7	Department	The department of the user. It can appear in the cover page for outgoing faxes.
8	Tel no.	The telephone number of the user. It can appear in the cover page for outgoing faxes.
9	Fax no.	The fax number of the user. It can appear in the cover page for outgoing faxes.
10	Mobile no.	The mobile number of the user. It can appear in the cover page for outgoing faxes.

2.4.2 LDAP users

1. Access the LDAP users tab. The current login mode is shown on the top of the page. You can change the login mode using the Change login mode icon.

 **Licensed users**

Local users | LDAP users

Current login mode: Local login only

Change login mode: 



Screenshot 16 – Current login mode

- Set the login mode and the authentication to the LDAP server. If LDAP login is selected, then users can use their Windows domain credentials to login to Fluid Fax.

LDAP details

Login mode :

Domain :


User ID :

Password :

Screenshot 17 – LDAP server settings


- Set the fields shown in the following table.

S/N	Field	Description
1	Login mode	The current mode of login. <ul style="list-style-type: none"> Local users – Local login only. Local & LDAP users – Local and LDAP login. LDAP user – LDAP login only.
2	Domain	The address of the LDAP server.
3	User ID	The login id to connect to the LDAP server.
4	Password	The login password to connect to the LDAP server.

- To import LDAP users, click on the icon  and the list of users from the LDAP server is shown. Click **Import** after selecting the users to save them into the list of LDAP users.

Import LDAP users x

<input type="checkbox"/>	User name	First & last name	User ID	Email
<input type="checkbox"/>				
<input type="checkbox"/>	Administrator		Administrator	
<input type="checkbox"/>	Alex	Alex	aspritm	
<input type="checkbox"/>	FAX		Fax	
<input type="checkbox"/>	guowei	guowei	guowei	guowei@asprit.com

- From the list of LDAP users, you can delete users using the icon. 

<input type="checkbox"/>	User name	First & last name	Email	User ID	Role
<input type="checkbox"/>	Alex	Alex		aspritmnb	Normal
<input type="checkbox"/>	FAX			Fax	Normal

Screenshot 18 – LDAP users

- Click on the name of a LDAP user to change his information.

User details

User name : Alex

First & last name : Alex

User ID : aspritmnb

Email :

Role :

Screenshot 19 – LDAP user details

- Set the fields shown in the following table. Remember to restart the Fluid Fax windows service after saving the settings.

S/N	Field	Description
1	Email	The email address of the user. This field should be set as Fluid Fax will send email notifications to the user's email address.
2	Role	The three roles are: <ul style="list-style-type: none"> Administrator – Perform configurations and view the faxes of all users. Supervisor – View the faxes of all users. Normal user – View personal faxes only.



2.5 Inbound routing

- Access this section via Configuration > Inbound routing. You can set up the inbound fax recipients in this section. Remember to restart the Fluid Fax windows service after saving the settings.

Inbound routing

Screenshot 20 – Inbound routing

2.5.1 All faxes

- View the list of users that will receive all faxes under the **All faxes** tab. You can add and delete users using the icons.  

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	Administrator	sales@asprit.com


Screenshot 21 – Inbound routing – All faxes

- Click the add icon and select the users that will receive all faxes.

Routing details		
<input type="checkbox"/>	Name	Email
<input type="checkbox"/>		
<input type="checkbox"/>	Administrator	sales@asprit.com
<input type="checkbox"/>	Felicity	felicity@asprit.com
<input type="checkbox"/>	Jefferson	jefferson@asprit.com
<input type="checkbox"/>	Normal	normal@asprit.com

Screenshot 22 – Inbound routing – All faxes user selection

2.5.2 Line

1. View the list of fax recipients for faxes received from each fax line under the **Line** tab. You can add and delete users using the icons.  

<input type="checkbox"/>	Line	Name	Email
<input type="checkbox"/>			
<input type="checkbox"/>	1	Administrator	sales@asprit.com



Screenshot 23 – Inbound routing – Line

2. Click the add icon and select the line and the users that will receive faxes from this line.

Routing details		
Line :	<input type="text" value="1"/>	
<input type="checkbox"/>	Name	Email
<input type="checkbox"/>		
<input type="checkbox"/>	Administrator	sales@asprit.com
<input type="checkbox"/>	Felicity	felicity@asprit.com
<input type="checkbox"/>	Jefferson	jefferson@asprit.com
<input type="checkbox"/>	Normal	normal@asprit.com

Screenshot 24 – Inbound routing – Line user selection

2.5.3 Calling number

1. View the list of fax recipients for faxes received from each calling number, generally known as caller id under the **Calling number** tab. You can add and delete users using the icons.  

<input type="checkbox"/>	Calling Number	Name	Email
<input type="checkbox"/>			
<input type="checkbox"/>	61111111	Felicity	felicity@asprit.com

Screenshot 25 – Inbound routing – Calling number

2. Click the add icon and enter the calling number and the users that will receive faxes from this number. Please note that this option will only work if the fax devices selected is Dialogic Diva

boards and the Caller ID (Clip) is enabled in the Dialogic Diva Configuration Manager for the fax line.



Routing details

Calling Number :

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Administrator	sales@asprit.com
<input type="checkbox"/>	Felicity	felicity@asprit.com
<input type="checkbox"/>	Jefferson	jefferson@asprit.com
<input type="checkbox"/>	Normal	normal@asprit.com

Screenshot 26 – Inbound routing – Calling number user selection

2.5.4 Remote ID

1. View the list of fax recipients for faxes received from each remote id under the **Remote ID** tab. The remote id is the Fax Station ID of the remote sending fax machine. You can add and delete users using the icons.  

<input type="checkbox"/>	Remote ID	Name	Email
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Asprit	Jefferson	jefferson@asprit.com

Screenshot 27 – Inbound routing – Remote ID



2. Click the add icon and enter the remote id and the users that will receive faxes from this remote id.

Remote ID :

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Administrator	sales@asprit.com
<input type="checkbox"/>	Felicity	felicity@asprit.com
<input type="checkbox"/>	Jefferson	jefferson@asprit.com
<input type="checkbox"/>	Normal	normal@asprit.com

Screenshot 28 – Inbound routing – Remote ID user selection

2.5.5 Faxes not routed

1. View the list of users that will receive the faxes that have no fax recipients under the **Faxes not routed** tab. You can add and delete users using the icons.  

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	Administrator	sales@asprit.com








Screenshot 29 – Inbound routing – Faxes not routed

- Click the add icon and select the users that will receive such faxes.

Routing details		
<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	Administrator	sales@asprit.com
<input type="checkbox"/>	Felicity	felicity@asprit.com
<input type="checkbox"/>	Jefferson	jefferson@asprit.com
<input type="checkbox"/>	Normal	normal@asprit.com

Screenshot 30 – Inbound routing – Faxes not routed user selection

2.6 Global Contacts

- There are two types of contacts – global and personal. Global contacts can be used by all users while personal contacts can only be used by the user that created them. Contacts can be grouped into distribution lists.
- Access this section via Configuration > Global contacts. You can set up global contacts and global distribution lists in this section. Remember to restart the Fluid Fax windows service after saving the settings.
- View the list of contacts and distribution lists by selecting the options of **Show contacts**. A distribution list is denoted by the icon.
 - You can add and delete contacts using the icons.  
 - You can also add and delete distribution lists using the icons.  
 - To delete all contacts and distribution list, use the icon. 
 - You can import and export contacts using the icons.  

Show contacts: Contacts and distribution lists Only distribution lists Only contacts

<input type="checkbox"/>	Name	Fax no.	Company	Department
<input type="checkbox"/>	Catherine Modi	63738888	Tex Builders Pte Ltd	Procurement
<input type="checkbox"/>	 <u>Construction companies</u>			
<input type="checkbox"/>	James Thomas	64451223	IE Construction Limited	Finance
<input type="checkbox"/>	Mavis Johnson	63776888	Maris Shipping Limited	Legal
<input type="checkbox"/>	Rachael Humphrey	68334899	Sailing Shipping Limited	Finance
<input type="checkbox"/>	 <u>Shipping companies</u>			

Screenshot 31 – Global contacts

2.6.1 Contact details

1. Click on the name of a contact to change his information.

Contact details

Name :

Fax no.:

Company:

Department:

Tel no.:

Mobile no.:

Email:

Comments:

Screenshot 32 – Contact details

2. Set the fields shown in the following table.

S/N	Field	Description
1	Name	The name of the contact.
2	Fax no.	The fax number of the contact. It can appear in the cover page for outgoing faxes.
3	Company	The company of the contact. It can appear in the cover page for outgoing faxes.
4	Department	The department of the contact. It can appear in the cover page for outgoing faxes.
5	Tel no.	The telephone number of the contact. It can appear in the cover page for outgoing faxes.
6	Mobile no.	The mobile number of the contact. It can appear in the cover page for outgoing faxes.
7	Email	The email address of the contact. It can appear in the cover page for outgoing faxes.
8	Comments	The comments for the contact.

2.6.2. Distribution list details



1. Click on the name of a distribution list to change its information.

Distribution list name:

Members

<input type="checkbox"/>	Name	Fax no.	Company	Department
<input type="checkbox"/>				
<input type="checkbox"/>	Mavis Johnson	63776888	Maris Shipping Limited	Legal
<input type="checkbox"/>	Rachael Humphrey	68334899	Sailing Shipping Limited	Finance

Screenshot 33 – Distribution list details

2. Set the name of the distribution list. You can add and delete contacts using the icons.   To add contacts, select from the list of existing contacts and add to the distribution list.

<input type="checkbox"/>	Name	Company	Fax no.
<input type="checkbox"/>	Catherine Modi	Tex Builders Pte Ltd	63738888
<input type="checkbox"/>	James Thomas	IE Construction Limited	64451223
<input type="checkbox"/>	Mavis Johnson	Maris Shipping Limited	63776888
<input type="checkbox"/>	Rachael Humphrey	Sailing Shipping Limited	68334899

Screenshot 34 – Select contacts

3. Set the fields shown in the following table. Remember to restart the Fluid Fax windows service after saving the settings.

2.6.3 Import contacts

1. Click on the import contacts icon to import contacts from a file in csv (comma separated values) or xls (Excel 2003) format.

Screenshot 35 – Import contacts

2. Set the fields shown in the following table.

S/N	Field	Description
1	Import file	Choose the location of the import file. You can download a sample file from the Click here links. The content of the import file should be in the following format: Name, Fax No., Company, Department, Tel No. Email, Mobile No., Comments
2	Assign to	The name of the distribution list to assign the imported contacts to.
3	Replace all contacts	Select this option if you wish to clear all existing contacts connected to this distribution list and replace them with the imported contacts.

3. Advanced configuration


Access this section to configure more settings of Fluid Fax. Remember to restart the Fluid Fax windows service after configuration.

3.1 General

1. Access this section via Advanced > General.

3.1.1 Headers and footers

1. You can set headers and footers for outgoing and incoming faxes. Headers and footers will be imprinted on these faxes.

Headers and footers **View special fields:** 

Outgoing faxes

Show header

Show footer

Incoming faxes

Show header

Show footer

Screenshot 36 – Headers and footers

2. Set the fields shown in the following table.

S/N	Field	Description
Outgoing faxes		
1	Show header	Choose this option if you want to add a header on outgoing faxes.
2	Header	The content of the header. You can add in special fields.
3	Show footer	Choose this option if you want to add a footer on outgoing faxes.
4	Footer	The content of the footer. You can add in special fields.
Incoming faxes		
5	Show header	Choose this option if you want to add a header on incoming faxes.
6	Header	The content of the header. You can add in special fields.
7	Show footer	Choose this option if you want to add a footer on incoming faxes.
8	Footer	The content of the footer. You can add in special fields.

3. Please refer to the following table for the special fields used for the headers and footers.

S/N	Field	Description
1	{to_company}	The recipient's company.
2	{to_name}	The recipient's name.
3	{to_fax}	The recipient's fax number.
4	{from_company}	The sender's company.
5	{from_department}	The sender's department.
6	{from_name}	The sender's name.
7	{from_fax}	The sender's fax number.
8	{from_tel}	The sender's telephone number.
9	{from_mobile}	The sender's mobile number.
10	{subject}	The subject of the fax.
11	{remote_id}	The remote id of the sending fax machine for incoming fax.

12	{calling_number}	The telephone number of the sending fax machine for incoming fax (caller id).
13	{cur_page}	The current page number.
14	{pages}	Total number of pages of the fax.
15	{date}	The date and time of the fax in 'dd/MM/yyyy hh:mm:ss tt' pattern.
16	{short_date}	The date (short date pattern) of the fax.
17	{long_date}	The date (long date pattern) of the fax.
18	{short_time}	The time (short time pattern) of the fax.
19	{long_time}	The time (long time pattern) of the fax.
20	{}	This separates the content into different sections. For a content of 'A{}B{}C', A will be left justified, B will be centre justified while C will be right justified.

3.1.2 Sending faxes

1. You can set the dialing parameters for outgoing faxes in this section.

Sending faxes

Add dial prefix :

Faxing overseas - Use fax number format as: +<countrycode><local_faxnumber>

Remove own country code : Add IDD code :

If fax number is +65 68888888, and own country code is 65, the fax is sent to 68888888

If fax number is +60 2222, and own country code is 65, the fax is sent to <IDD code> 60 2222

Screenshot 37 – Headers and footers

2. Set the fields shown in the following table.

S/N	Field	Description
1	Add dial prefix	The number to dial before dialing the fax number. If the fax line is a direct line, this field is empty. If the fax line is behind a PBX, then typically the dial prefix is 9.
Faxing overseas - You can send faxes overseas to the fax number in the format +<country code><local_faxnumber>. The following fields applies to fax numbers that start with + only.		
2	Remove own country code	This field indicates your own country code for international dialing. If fax number has the prefix of + and your country code, the fax server will remove this prefix when sending out faxes.
3	Add IDD code	This field indicates the IDD code to use for overseas dialing. The fax server will replace the + sign with the IDD code.

3.1.3 Saving faxes

1. You can set the parameters for saving faxes in this section.

Save faxes

Sent success

Save faxes as : Pdf (.pdf)

File name format :

Delete old faxes days hours mins

File format: eg. {yyyyMMdd_hhmmss}_{id}

Sent failure

Save faxes as : Pdf (.pdf)

File name format :

Delete old faxes days hours mins

Received faxes

Save faxes as : Pdf (.pdf)

File name format :

Delete old faxes days hours mins

Screenshot 38 – Saving faxes

2. Set the fields shown in the following table.

S/N	Field	Description
1	Save faxes as	<p>The format to save the faxes to. There are three formats to choose from:</p> <ul style="list-style-type: none"> • CCITT Group 3 Tiff file (.tif) – The original fax format. • CCITT Group 4 Tiff file (.tif) – More compression can be achieved with this format over the Group 3 Tiff format. • PDF file (.pdf) – PDF format readable by Adobe pdf reader.
2	File name format	<p>The format of the names of the saved files. If the file name format field is left empty, files will be renamed based on the fax id which is a running number.</p> <p>Special fields can be used if they are enclosed in { }. An example would be {yyyyMMdd_hhmmss}_{id}. This example sets the file name to have year, month, day, hour, minute, second followed by the fax id.</p> <p>If no fax id {id} is specified in the file name format field, the fax id will be appended automatically at the end of the file name. This is to ensure uniqueness of each file name.</p> <p>The following shows the special fields that can be used:</p> <ul style="list-style-type: none"> • id – fax id. • d – The day of the month, from 1 through 31. • dd – The day of the month, from 01 through 31. • ddd – The abbreviated name of the day of the week. • dddd – The full name of the day of the week. • h – The hour, using a 12-hour clock from 1 to 12. • hh – The hour, using a 12-hour clock from 01 to 12. • H – The hour, using a 24-hour clock from 0 to 23. • HH – The hour, using a 24-hour clock from 00 to 23. • m – The minute, from 0 through 59. • mm – The minute, from 00 through 59. • M – The month, from 1 through 12. • MM – The month, from 01 through 12. • MMM – The abbreviated name of the month. • MMMM – The full name of the month. • s – The second, from 0 through 59. • ss – The second, from 00 through 59. • t – The first character of the AM/PM designator. • tt – The AM/PM designator. • y – The year, from 0 through 99. • yy – The year, from 00 through 99. • yyy – The year, with a minimum of three digits. • yyyy – The year as a four-digit number.
3	Delete old faxes	<p>Select this option to have the fax server housekeep and auto delete faxes that are older than the configured number of days, hours and minutes.</p>

3.1.4 Email to fax

1. Fluid Fax has an internal SMTP server that can receive emails from email clients such as Microsoft Outlook and convert these emails to outgoing faxes. The email clients will send the emails to recipients in the format of <fax_number>@<faxdomain> via SMTP to Fluid Fax. You can configure the internal SMTP server in this section.

Email to fax - Users use Microsoft Outlook to send out faxes

Enable email to fax

Sends emails to the domain at port eg. <fax_number>@fluidfax.com where fluidfax.com is the domain

Enable authentication with local users credentials

Screenshot 39 – Email to fax

2. Set the fields shown in the following table.

S/N	Field	Description
1	Enable email to fax	This option enables the internal SMTP server. Once enabled, Fluid Fax will be able to receive emails from email clients. These emails can then be sent out as faxes.
2	Domain	The fax domain. Emails with recipients to this domain will be sent out as faxes. The default fax domain is fluidfax.com
3	Port	The port of the internal SMTP server. The default port is 2502.
4	Enable authentication with local users credentials	Set this option to use user id and password authentication for the internal SMTP server. Email clients must use the login credentials of Fluid Fax local users to connect to the internal SMTP server.

3.2 Cover pages



1. Access this section via Advanced > Cover pages. A cover page is added as a first page to all outgoing faxes. A cover page can contain special fields such as the name of the fax sender and fax recipient. You can assign a cover page to certain users. There are two tabs in this section, one shows the list of cover pages while the other shows the list of assigned users.



Screenshot 40 – Cover pages tabs

2. The cover page templates are html files located in the <FluidFax_installation_folder>\web\coverpage folder. The system default template is coverpage.htm. There is also a backup file named coverpage_bk.htm in the same folder. You can customize the design of a cover page template using an HTML or text editor.

3.2.1 Manage cover pages

1. View the list of cover pages under the Cover pages tab. You can add and delete cover pages using the icons.  . To add a new cover page, you must first copy the cover page file into the cover page folder and then add its entry in this section.

<input type="checkbox"/>	Name	File name	Default
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	new_coverpage	new_coverpage.htm	

Screenshot 41 – Cover pages

2. Click on the name of a cover page to change its information.

Cover page details

Name :

File name :



This is the default coverpage

Screenshot 42 – Cover page details

3. Set the fields shown in the following table.

S/N	Field	Description
1	Name	The name of the cover page
2	File name	The file name of the cover page
3	Default cover page	Set this cover page as the default cover page, overriding the system default coverpage.htm.

3.2.2 Assign users

1. View the list of assigned users under the Assigned users tab. You can add and delete assigned users to a cover page using the icons  . Once a user is assigned to a cover page, the assigned cover page will be used instead of the system default cover page for all outgoing faxes sent by the user.

<input type="checkbox"/>	Coverpage	User name	Email
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	new_coverpage	Felicity	felicity@asprit.com

Screenshot 43 – Assigned cover page users

2. Click the add icon and select the users to assign to a cover page.

Assigned Users

Cover page :

<input type="checkbox"/>	Name	Email
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Administrator	sales@asprit.com
<input type="checkbox"/>	Felicity	felicity@asprit.com
<input type="checkbox"/>	Jefferson	jefferson@asprit.com
<input type="checkbox"/>	Normal	normal@asprit.com

Screenshot 44 – Select assigned users

3.2.3 Modifying cover page content

1. You can modify the contents of the default cover page - coverpage.htm or other cover page templates in the <FluidFax_installation_folder>\web\coverpage folder using an HTML or text editor. The contents of a cover page can include special fields. The diagram below shows the contents of coverpage.htm when opened in a web browser.

Fax

To:

Company: {to_company}
Contact Name: {to_name}
Fax No: {to_fax}

From:

Company: {from_company}
Sender: {from_name}
Fax No: {from_fax}
Total Pages: {pages} (including cover page)

Subject: {subject}

Message:
{message}

Powered by Fluid Fax - The effective fax server

Screenshot 45 – Cover page content

2. You can use special fields for the contents of a cover page. Please refer to the following table for the list of special fields.



S/N	Field	Description
1	{to_company}	The recipient's company.
2	{to_name}	The recipient's name.
3	{to_fax}	The recipient's fax number.
4	{from_company}	The sender's company.
5	{from_department}	The sender's department.
6	{from_name}	The sender's name.
7	{from_fax}	The sender's fax number.
8	{from_tel}	The sender's telephone number.
9	{from_mobile}	The sender's mobile number.
10	{subject}	The subject of the fax.
11	{message}	The message content of the fax.
14	{pages}	Total number of pages of the fax.
15	{date}	The date and time of the fax in 'dd/MM/yyyy hh:mm:ss tt' pattern.
16	{short_date}	The date (short date pattern) of the fax.
17	{long_date}	The date (long date pattern) of the fax.
18	{short_time}	The time (short time pattern) of the fax.
19	{long_time}	The time (long time pattern) of the fax.

3.3 Document types

1. Access this section via Advanced > Document types. Users can fax out documents with the file extensions of pdf, tif, bmp, htm and html. You can configure this section to allow Fluid Fax to accept other document types.
2. To allow users to fax out other document types, the following steps must be performed.
 - Change the user running the Fluid Fax windows service to a real windows user rather than the default LocalSystem user.

- Install the software program that is capable of opening the file extension. For instance, to fax out Microsoft Word documents, Microsoft Word will need to be installed on the fax server.
- Add the file extension in this section. You will need to add an entry for docx to allow Microsoft Word documents.

In the background, Fluid Fax windows service to launch the program to open the document and print the document to fax format.

4. View the list of document types that are allowed in addition to the default document types accepted by Fluid Fax. You can add and delete document types using the icons.  

<input type="checkbox"/>	File extension
	<input type="text"/>
<input type="checkbox"/>	DOCX
<input type="checkbox"/>	TXT

Screenshot 46 – Document types



5. Click on the name of a document type to change its information.

Conversion details

File extension:

Screenshot 47 – Document type details

3.4 Printers

1. Access this section via Advanced > Printers. You can import the printers in this section and Fluid Fax can be configured to print sent and received faxes through the printers for each fax line.
2. View the list of printers. You can import and delete imported printers using the icons.  

<input type="checkbox"/>	Printer name
	<input type="text"/>
<input type="checkbox"/>	NP1A6EA9C (HP LaserJet CP1025nw)

Screenshot 48 – Printers

3. Click on the import icon and the list of printers will appear. Select the printers to be imported into Fluid Fax.

<input type="checkbox"/>	Printer name
	<input type="text"/>
<input type="checkbox"/>	Adobe PDF
<input type="checkbox"/>	Fax
<input type="checkbox"/>	Microsoft XPS Document Writer
<input type="checkbox"/>	Send To OneNote 2013
<input type="checkbox"/>	signotec PDF Creator

Screenshot 49 – Import printers

3.5 Call blocking

1. Access this section via Advanced > Call blocking. You can configure this section to block outgoing fax calls based on the numbers dialed. For instance, if you need to dial 001 for international calls, you can add this number to stop everyone from faxing overseas.
2. View the list of blocked numbers. You can add and delete blocked numbers using the icons.



<input type="checkbox"/>	Name	Dial string
<input type="checkbox"/>	International calls	001

Screenshot 50 – Call blocking

3. Click on the name of an entry to change the information.

Call block details

Name :

Dial string :

Screenshot 51 – Call blocking details

3.6 Folder scanner

1. Access this section via Advanced > Folder scanner. Fluid Fax can be configured to monitor a folder for files. Emails will be automatically triggered once new files are added.
2. One of the application of this feature is to send out mass faxes. For instance, some organizations would like to fax outstanding invoices to their customers at the end of each month. The documents will be generated by external systems such as ERP systems. The external systems will drop files into the folder by batch and these files will be sent out as emails to the Fluid Fax internal SMTP server. Fluid Fax will in turn send out these emails as faxes. Alternatively, the emails can also be sent to an SMS gateway to automate mass SMS sending.
3. The three tabs in this section correspond to configuration, monitoring of the email sending queue and the logs of the mass email sending. Remember to restart the Fluid Fax windows service if you change the configuration.



Screenshot 52 – Folder scanner tabs

3.6.1 Source folder

1. Configure the folder to monitor in the Configuration > Source tab.

Enable

Source

Scan folder: Eg. c:\drop

File extension: Eg. *.pdf or *.*

Data location:

Data separator:

Screenshot 53 – Source folder

2. Set the fields shown in the following table.

S/N	Field	Description
1	Enable	Set this option to activate the folder scanner functionality.
2	Scan folder	The full path of the folder that is monitored.
3	File extension	The file extension that are monitored. *.pdf means that only pdf files will be monitored while *.* means that all files will be monitored.
4	Data location	This field indicates what Information of the monitored files will be used to substitute values in the contents of the emails. There are four options: <ul style="list-style-type: none"> • None – No information is used. One email is sent for each file. • File name without extension – The file name without the file extension will be used. Information is extracted according to the data separator field. One email is sent for each file. • File content – text format – The content of the file is used. One file will trigger multiple emails. One email is sent for each non-empty line in the file. Information is extracted according to the data separator field. • File content – csv format – The content of the file is used. One file will trigger multiple emails. One email is sent for each non-empty line in the file. The file will be read as comma separated values format. The data separator field is not used in this case.
5	Data separator	Information is extracted according to the data separator field.

3.6.2 Content

1. Configure the content of the emails in the Configuration > Content tab.

Content Parameters are allowed. Eg. {0},{1},{2},{srcfilename}

Nature: An email will be sent out for each source file.

Schedule: Format: yyyyMMdd_hhmmss

Sender email:

Recipient email: Eg. {0}@testfax.com

Subject:

Eg. Sent to {0} with file - {srcfilename}

Body:

Attachment:

Screenshot 54 – Content

2. The email content can be substituted with the information specified by the data location field. The information is extracted according to the data separator field. Parameters in the form of {positon} is used. The parameters starts from {0} followed by {1} and so forth. The first parameter starts from 0. The source file name can also be used {srcfilename}.

Example 1: The information is specified in the file name.

- Data location – File name without extension
- Data separator – “_”

For instance, an ERP system generates outstanding invoices for mass faxing at the end of each month. The documents are pdf documents with the file name format as <timestamp>_<invoicenum>_<faxnumber>.pdf.

If one of the files is named “20150421152800_INV12345_68461025.pdf” then

- {0} – “20150421152800”
- {1} – “INV12345”
- {2} – “68461025”

Example 2: The data is specified in the file content.

- Data location – File content – text format
- Data separator – “|”

If a line in the file is “20150421152800|INV12345|68461025” then

- {0} – “20150421152800”
- {1} – “INV12345”
- {2} – “68461025”

3. Set the fields shown in the following table.

S/N	Field	Description
1	Nature	This is a read only field. It shows whether an email is sent for each line in the source file or for each source file.
2	Schedule	The schedule to send out the emails. The format of the schedule is <yyyymmdd_HHmss>. If we need to send out an email on 1 Sep 2015 at 10:30pm, the schedule will be “20150910_223000”. Parameters can be used if you can extract schedule information.
3	Sender email	The sender of the emails. Parameters can be used. If the emails are sent to a fax or SMS gateway, then normally this is the licensed user’s email address in the database of the gateway.
4	Recipient email	The recipient of the emails. Parameters can be used. If the emails are sent to a fax or SMS gateway, then normally this is the recipient of the faxes or SMS. For Fluid Fax, it is “<faxnumber>@fluidfax.com”. If the first third parameter is the fax number then this field will be set as “{2}@fluidfax.com”
5	Subject	The subject of the emails. Parameters can be used.
6	Body	The body of the emails. Parameters can be used.
7	Attachment	The attachment of the emails. <ul style="list-style-type: none"> • None – No attachment. • Source file – The source file will be sent.

3.6.3 Destination

1. Configure the destination of the emails in the Configuration > Destination tab. This should be the SMTP server of a fax or SMS gateway.

Destination

Mail server:

Mail server port:

User ID:

Password:

Enable SSL

Retries

No. of retries

Retry interval (s)

Screenshot 55 – Destination

2. Set the fields shown in the following table. For sending emails to Fluid Fax, the fields below should match the fields that are set in the Email to Fax section of Fluid Fax.

S/N	Field	Description
1	Mail server	The name of the SMTP server to send email to. For sending emails to Fluid Fax, this field should be set to localhost or the name of the fax server.
2	Mail server port	The port of the SMTP server to send email to. For sending emails to Fluid Fax, this field should be set to 2502 which is the default port for Fluid Fax.
3	User id	The user id to authenticate with the SMTP server. For sending emails to Fluid Fax, this field is set only if "Enable authentication with local users credentials" is enabled in the Email to fax section. The user id should be the user id of a local user of Fluid Fax.
4	Password	The password to authenticate with the SMTP server.
5	Enable SSL	Specifies whether communication with the SMTP server is via SSL.
6	No. of retries	The number of retries if email sending fails.
7	Retry interval	The interval between each retry in seconds.

3.6.4 Destination

1. Configure the notification settings in the Configuration > Notification tab. You can configure the folder to drop the source file to and whether an email notification will be sent.

Upon success

Drop source file into folder: Eg. c:\success

Email notification:

Recipient email:

Upon failure

Drop source file into folder: Eg. c:\failure

Email notification:

Recipient email:

Screenshot 56 – Notification

2. Set the fields shown in the following table for emails sent successfully or failed.

S/N	Field	Description
1	Drop source file into folder	The folder to drop the source file into. You can drop the source file into a success folder or failure folder depending on the status of the email sending.
2	Email notification	Set this field to send out an email notification. There are three options. <ul style="list-style-type: none"> None – No email will be sent. Email without source file – An email notification without attachment will be sent. Email with source file – An email notification with the source file as an attachment will be sent.
3	Recipient email	The recipient of the email notification.

3.6.5 Availability

1. Configure the period of email sending in the Configuration > Availability tab. The active period for email sending is configured in this section. Fluid Fax will only send out emails during periods configured as available. For files dropped into the scan folder, Fluid Fax will wait for the next available period before sending out emails. For instance, to limit fax line contention, some organizations prefer to send out mass faxes only after office hours. You can then set the availability to be after office hours.

Available timing to send emails to destination

<input type="checkbox"/>	Day	0h	1h	2h	3h	4h	5h	6h	7h	8h	9h	10h	11h	12h	13h	14h	15h	16h	17h	18h	19h	20h	21h	22h	23h
<input type="checkbox"/>	Mon	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Tue	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Wed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Thu	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Fri	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Sat	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Sun	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Screenshot 57 – Availability

2. To set availability, you can set each checkbox pertaining to each hour for each day of the week.

- To configure Fluid Fax to send out emails only during 12:00am to 12:59am each day of the week, check all the checkboxes under the 0h heading.

- To configure Fluid Fax to send out emails only during 11:00pm to 11:59pm each day of the week, check all the checkboxes under the 23h heading.

3.6.6 Email sending queue

- You can view the email sending queue using the Queue tab. The queue can build up when the folder scanner's next available window to send out email has not been reached. You can also delete the entries in the email sending queue. To view an item in the queue, click on the Scheduled date & time field of each row.

<input type="checkbox"/>	Scheduled date & time	Source file	Recipient Email	Tries	Last try status
No data to display					

Screenshot 58 – Email sending queue.

3.6.7 Email sending log

- You can view the email sending log using the Logs tab. You can search the logs for a particular period. To view an item in the list, click on the Date & time field of each row.

Date from: Date to:


<input type="checkbox"/>	Date & time	Source file	Recipient email	Status	Info
Information not found					

Screenshot 59 – Email sending log.

3.7 License

- Access this section via Advanced > License to view the license information or key in the new license key.

New License key:

License key : 

License status: Perpetual license, maintenance expiring on 07 Apr 2016

Licensed users: 5

Current no. of users: 4

Licensed lines : 4

Screenshot 60 – License

3.8 Version

- Access this section via Advanced > Version to view the version information.

Product name:	Fluid Fax
Company name:	Asprit Solutions Pte Ltd
Company URL:	http://www.asprit.com
Version:	3.0
Build:	20150402

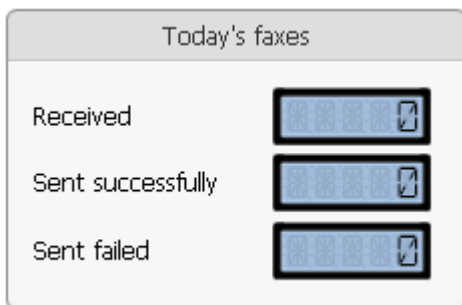
Screenshot 61 – Version

4. Monitoring Fluid Fax

Access the section Faxes to monitor the workings of Fluid Fax. You will be able to monitor the fax lines, fax queue and also view completed faxes.

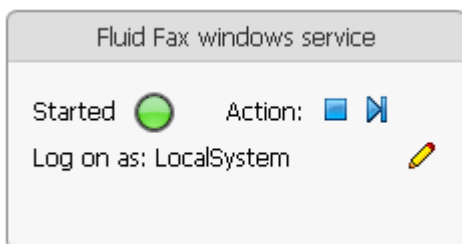
4.1 Dashboard

1. Access this section via Faxes > Dashboard. The first section shows faxes received and sent today. Click on each item to bring you to the respective fax logs.




Screenshot 62 – Today's faxes

2. The status of the Fluid Fax windows service is also shown. You can start, stop and restart this windows service using the various Action icons.



Screenshot 63 – Fluid Fax windows service

3. As mentioned in the document types section, you will need to change the “Log on as” account of the windows service to allow document types other than the default ones supported by Fluid Fax to be faxed out. You can change the “Log on as” account by clicking on the icon. 

Fluid Fax windows service

Display name: Fluid Fax

Log on as:

LocalSystem

Domain\account:

Password:

Screenshot 64 – Change log on as

4. If you have issues controlling the Fluid Fax windows service from this section, please use the Window services control manager – services.msc to control it.

Access the section Faxes to monitor the workings of Fluid Fax. You will be able to monitor the fax lines, fax queue and also view completed faxes.

4.2 Fax monitor

1. Access this section via Faxes > Fax monitor. You can monitor the fax lines and the items in the fax queue using the following tabs.




Screenshot 65 – Fax monitor tabs

2. The status of the fax lines is shown in the Monitor fax lines tab.

Line	Status	Fax number	Remote ID	Speed	Pages
1	Sending fax	62701940		26400	1/1
2	Waiting for call				

Screenshot 66 – Monitor fax lines

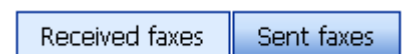
3. The fax queue is shown in the Monitor fax queue tab. You can select remove any entry from the queue or all entries using the icons. 

<input type="checkbox"/>	Sender	Recipient Name	Fax number	Recipient Company	Subject	Pages	Tries
<input type="checkbox"/>	Administrator		63399630			1	0/4
<input type="checkbox"/>	Administrator		68418741			1	0/4
<input type="checkbox"/>	Administrator		64678190			1	0/4
<input type="checkbox"/>	Administrator		63399631			1	0/4

Screenshot 67 – Monitor fax queue

4.3 Completed faxes






1. Access this section via Faxes > Completed faxes. You can monitor the sent and received fax logs using the following tabs.




Screenshot 68 – Completed faxes tabs

- You can filter the fax logs by date. You can also download the fax logs in csv format using the icon.


 All faxes
 Only success
 Only failure
 Date from:
 Date to:

<input type="checkbox"/>	Date & time	Status	File	Sender name	Fax no.	Pgs	Pgs sent	Line	Dur	Retries	Info
<input type="checkbox"/>	4/22/2015 1:27:31 PM	SUCCESS		Administrator	63399631	1	1	1	00:33	0	
<input type="checkbox"/>	4/22/2015 1:26:57 PM	SUCCESS		Administrator	64678190	1	1	1	00:39	0	
<input type="checkbox"/>	4/22/2015 1:26:12 PM	SUCCESS		Administrator	68418741	1	1	1	00:35	0	
<input type="checkbox"/>	4/22/2015 1:25:36 PM	SUCCESS		Administrator	63399630	1	1	1	00:28	0	
<input type="checkbox"/>	4/22/2015 1:24:59 PM	SUCCESS		Administrator	68775349	1	1	1	00:31	0	

Screenshot 69 – Sent faxes

- For sent faxes, you can select entries and resend them using the icon  and keying in the fax numbers to send the faxes to.

Resend selected faxes

Fax no(s):

Note: separate multiple entries with ";"

Screenshot 70 – Resend faxes

5. Send fax

A user can send out faxes using the following methods.



- Using the web browser – Users login to Fluid Fax’s web application to send out fax.
- Using Microsoft Outlook or other email clients – Create an email and send the email to the fax server. The format of the recipient should be <faxnumber>@fluidfax.com where fluidfax.com is the domain that Fluid Fax’s internal SMTP is listening to.

5.1 Send fax using web browser

- Access this section via Faxes > Send fax.

 **Send fax**

Fax no(s).: Note: Separate multiple entries with ";"

Contacts:  

<input type="checkbox"/>	Name	Fax no.	Company
No data to display			

Subject:

Content:

Attachment: No file chosen



Schedule

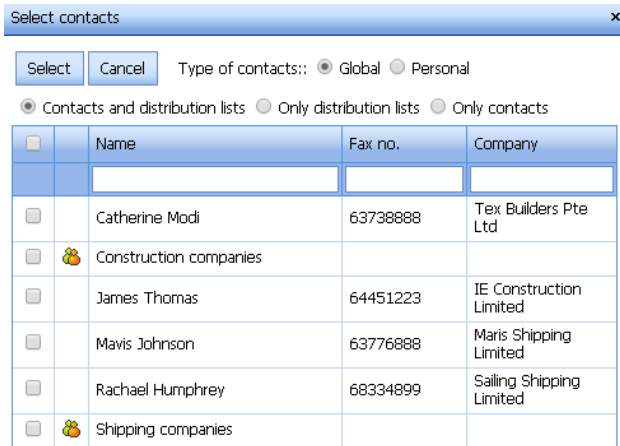
Your email: sales@asprit.com

Screenshot 71 – Send fax

2. Set the fields shown in the following table.

S/N	Field	Description
1	Fax no(s)	You can key in the fax numbers to fax to.
2	Contacts	You can select and remove contacts from the global or personal contact list.
3	Subject	The subject of the fax. This information will appear on the cover page.
4	Content	The content of the fax. This information will appear on the cover page.
5	Attachment	The document to fax out.
6	Schedule	The schedule to send out the fax.

3. Instead of keying in the fax numbers, you can select and remove contacts to fax to using the icons.  



Screenshot 72 – Select contacts

6. Customizing Fluid Fax

This section contains information on how to customize Fluid Fax.

6.1 Email templates

- Fluid Fax sends out email notifications for faxes sent and received based on email templates. The email templates are text files located in the <FluidFax_installation_folder>\web\template folder. There are three types of email templates.
 - Receive.txt – Template for received faxes. The backup file is receive_bk.txt
 - Sendfailure.txt – Template for failed outgoing faxes. The backup file is sendfailure_bk.txt.
 - Sendsuccess.txt – Template for successful outgoing faxes. The backup file is sendsuccess.txt.
- You can modify the contents of each file to suit your needs.

```
Incoming fax received from Remote Id: {remote_id} / Calling Number: {calling_number}
-----
INCOMING FAX RECEIVED REPORT
-----

Date: {date}
Pages: {pages}
Remote ID: {remote_id}
Calling number: {calling_number}
Line: {line}
Port: {port}
Speed: {speed} bps
Duration: {duration}
Fax ID: {fax_id}
```

Screenshot 73 – Receive faxes email template

- You can use special fields for the receive faxes email template (receive.txt) according to the table below.

S/N	Field	Description
1	{fax_id}	The unique fax id of the fax.
2	{pages}	Total number of pages in the fax.
3	{duration}	Duration of the fax transmission.
4	{line}	The line that the fax is received.
5	{port}	The port that the fax is received.
6	{speed}	The speed of the fax transmission.
7	{remote_id}	The remote id of the sending fax machine.
8	{date}	The date and time of the fax in "dd/MM/yyyy hh:mm:ss tt" pattern.
9	{short_date}	The date (short date pattern) of the fax.
10	{long_date}	The date (long date pattern) of the fax.
11	{short_time}	The time (short time pattern) of the fax.
12	{long_time}	The time (long time pattern) of the fax.

4. You can use special fields for the sent faxes email template (sendfailure.txt and sendsuccess.txt) according to the table below.

S/N	Field	Description
1	{fax_id}	The unique fax id of the fax.
2	{pages}	Total number of pages in the fax.
3	{pages_sent}	Total number of pages sent.
4	{duration}	Duration of the fax transmission.
5	{line}	The line that the fax is sent.
6	{port}	The port that the fax is sent.
7	{speed}	The speed of the fax transmission.
8	{remote_id}	The remote id of the receiving fax machine.
9	{date}	The date and time of the fax in "dd/MM/yyyy hh:mm:ss tt" pattern.
10	{short_date}	The date (short date pattern) of the fax.
11	{long_date}	The date (long date pattern) of the fax.
12	{short_time}	The time (short time pattern) of the fax.
13	{long_time}	The time (long time pattern) of the fax.
14	{to_fax}	The recipient's fax number.
15	{retries}	The number of retries for the fax.
16	{status}	The status of the fax whether it is success or failure.
17	{status_info}	Status information of the fax.

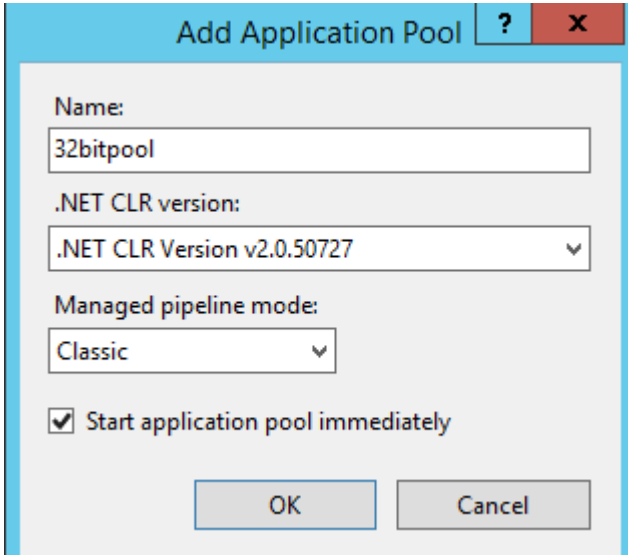
6.2 Using Microsoft Internet Information Services (IIS)

1. Fluid Fax can run on Microsoft IIS web server instead of using its own web server. Please access Administrative Tools > Internet Information Services (IIS) Manager if Fluid Fax is installed on a server running Microsoft Windows server operating system.
2. Under Application Pools, right click Add Application Pool...



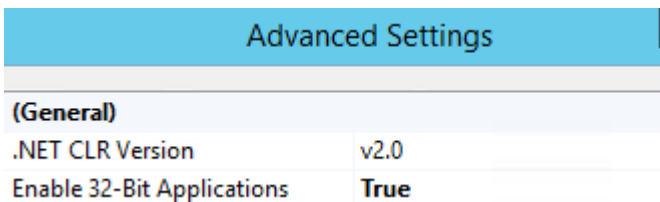
Screenshot 74 – Add application pool

3. Create a new application pool called 32bitpool and set the fields according to the screen below.



Screenshot 75 – New application pool

4. Select Advanced Settings and set the field “Enable 32-Bit Applications” to True.



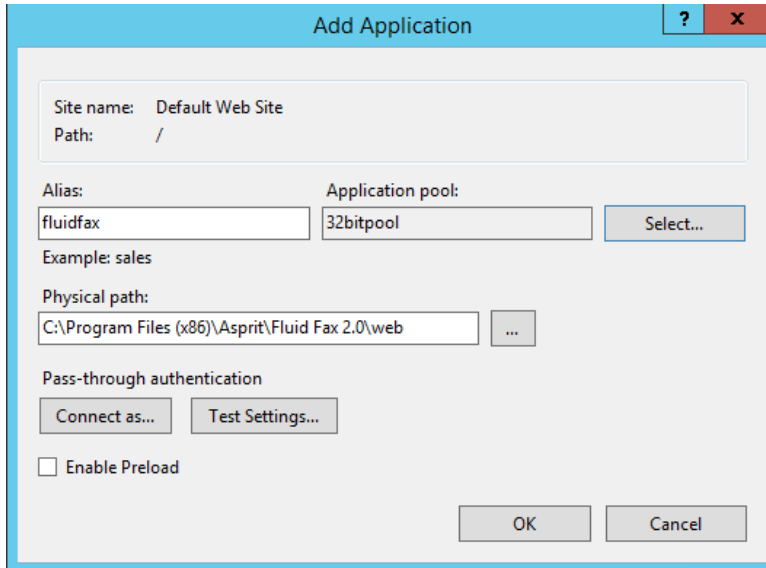
Screenshot 76 – Advanced settings

5. From the default web site, select Add Application...



Screenshot 77 – Add application

6. Create a web application that points to the Fluid Fax installation folder as shown below. Remember to change the application pool to the newly created 32bitpool.



Screenshot 78 – New application settings

7. Troubleshooting

You can obtain support using the following methods.

- The manual – most issues can be solved by reading the manual.
- Contacting the Asprit technical support team by email at support@asprit.com.
- Contacting our technical support team by telephone.

7.1 Email support

The preferred way to contact the Asprit technical support team would be by email. You can send your email to support@asprit.com. We will answer your query within 24 hours or less depending on your time zone.

7.2 Phone support

You can contact the Asprit technical support team by phone. Please check our website for the correct numbers to call.