TBS Software Inc.

OV/Fax

Version 2 Release 4.2

User Guide

OV/Fax User Guide

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Chapter 1. Introduction

Layout of this book

This book begins by showing you how you can sign on to OV/Fax in order to work with the OV/Fax address book, or to monitor the progress of faxes which you have already sent.

You will then be shown how to create and maintain entries in the address books used by OV/Fax. These address books allow you to store numbers which you use frequently, and provide you with a quick and easy way of sending faxes.

The creation of address book entries, and their use in sending faxes is covered in two separate chapters:

- "Chapter 3. Using the Enterprise Address Book" describes how the Enterprise Address Book feature of OfficeVision/MVS can be used in conjunction with OV/Fax.

- "Chapter 4. Using the OV/Fax Address Books" describes the address books contained within OV/Fax itself.

You will only need to read one of these chapters, depending on whether OV/Fax is being used in conjunction with the Enterprise Address Book at your installation, or not. In each chapter, you will be shown how to create or send four different faxes:

- a Personal Services note.

- a document.

- a Personal Services message.

- a PC file containing a word processor format document.

The remaining chapters should be read by everyone. We begin by tracing the 'life-cycle' of these three faxes once they have been submitted to OV/Fax. The following subjects are covered:

1. Monitoring the progress of the faxes in "Chapter 5. Monitoring the Progress of Faxes".

2. Receiving status messages about the progress of the faxes, also in "Chapter 5".

3. Looking at the front page or 'cover sheet' of the faxes in "Chapter 6. Cover Sheets Used by OV/Fax".

The appendix covers some more advanced features of the OV/Fax system, which you may wish to use once you are familiar with its basic usage.

Audience for this manual

This book is designed to be read by the general Office Systems user. It assumes a basic familiarity with IBM Office Systems, but otherwise requires no specialist knowledge.

Pre-requisites

If you wish to make use of OV/Fax, you must be able to create faxes using one of the following tools:

- The editor provided in Personal Services.

- DisplayWrite/370

- If you are a PC user, you will be able to send documents if you first convert them to RFT or to ASCII format using the facilities of your word processor. You must transfer the documents to the Personal Services file cabinet using a transfer mechanism such as Keane Ltd's **PIXI**. These documents may then be sent out in the normal way.

- Additionally, you may be able to send PC files (containing word processor format documents) without first converting to RFT. This requires special PostFAX software to be installed. You should check with your system administrator to see if this facility is available.

- Depending on the system set-up, you may also be able to send faxes from related products such as Application Fax.

Other manuals you may need

There are five manuals that accompany the OV/Fax system software:

- The *OV/Fax Installation and Customisation Guide*, which explains how to install and customise the host components of the OV/Fax system.

- The *OV/Fax Administration Guide*, which gives details of the on-line system available to fax administrators. These allow administrators to maintain the shared fax address book, view the system logs, monitor server queues and authorise users to send faxes. The manual also includes details on the periodic cleandown jobs provided.

- The *OV/Fax Server Guide*, which describes the installation of OV/Fax software on the fax server(s). Full details are given concerning the administrative functions available on the server, including status monitoring and the creation of cover sheets and images to be imbedded in outbound faxes.

- The *OV/Fax Reference and Problem Determination Guide*, which provides additional information on how OV/Fax works, including program descriptions and transaction flows. Information for determining the cause of problems is also provided.

Chapter 2. Signing onto the OV/Fax Facilities

Faxes are created and sent in precisely the same way as any other item of electronic mail. Typically, PS/CICS or the Personal Services component of OfficeVision/MVS is used to create and address the fax. OV/Fax provides some extra facilities which make it easier to specify fax numbers, and which allow you to monitor the progress of faxes which you have sent.

These facilities may be accessed in a number of ways:

- Directly, if the fax facilities have been set up as an extra option from the Office System main menu. When this option is selected, either the OV/Fax Main Menu or the Fax Status Information Selection panel is displayed. If you are able to do this, you may skip the rest of this chapter.

- By clearing the screen after signing on to CICS, typing in the transaction code 'FAX2' and pressing Enter. The OV/Fax User Sign-On panel is then displayed.

At some installations, the 'FAX2' transaction may have been given a different name. If you are unable to sign on using 'FAX2', contact your administrator who will be able to give you the correct code.

When 'FAX2' or its equivalent is entered, the following panel is displayed:

```
FAX2FAX2
                            OV/FAX User Sign-On


    Type your logon information below; then press Enter.

      User ID  ===>                  Address  ===>

      Password ===>






                    (C) Copyright Icom Solutions Ltd. 1996.

  PF1=           2=           3=           4=Exit      5=           6=
  PF7=           8=           9=           10=         11=          12=
```

Figure 1. The OV/Fax Sign-On Panel

Type the required information and press Enter. The details requested are usually the same as those entered when signing on to the Office System itself. If you type in an invalid user ID or password, a message will appear at the foot of the screen and you will not be allowed access to the OV/Fax facilities.

When you have signed on successfully, the OV/Fax Main Menu panel will be displayed.

Chapter 3. Using the Enterprise Address Book

The Enterprise Address Book (EAB) is an optional feature of OfficeVision/MVS, Release 2 and above. This Address Book may be used to store all of the addressing services required by Personal Services. It may be extended to provide you with a convenient means of addressing your fax requests.

Note: Even if your Office System uses the Enterprise Address Book, OV/Fax may not have been set up to make use of it. Please check this with your system administrator before you attempt to define and use EAB addresses in conjunction with OV/Fax. If OV/Fax has not been set up correctly for the Enterprise Address Book, it will reject any faxes you send.

The Enterprise Address Book contains a Shared Address Book, and a Personal Address Book for each Office Systems user. The Shared Address Book may only be maintained by an EAB administrator, but you may maintain all the details of your Personal Address Book yourself. It is not the purpose of this manual to familiarise you with every aspect of the Enterprise Address Book, but you will be shown how to set up an entry in your Personal Address Book for use with OV/Fax. You will then be shown how to make use of this entry when sending a note, document, message or PC file to OV/Fax. Although all the examples to be shown use the same entry from the Personal Address Book, you may also use (though not maintain) entries from the Shared Address Book.

Setting up an entry in your Personal Address Book

There are several ways of accessing the Enterprise Address Book. In the paragraphs which follow, you will be shown one of the more straightforward. Please bear in mind that all the panels which will be shown are highly customisable, and that the panels you see at your installation may look rather different, and contain more or fewer options.

Your Personal Address Book is most easily accessed when you are creating or addressing a document, note or message. As an example, we will set up an entry called '**ABC**' in your Personal Address Book, while creating a note.

1. Type 'cn' on the command line, in order to start creating your note. You will see the following panel:

```
DMDBNT10                      NOTE      RECIPIENTS            Item    1 of    1

Type the recipients below, then press PF3 to Edit Note

NICKNAME/
LISTNAME   CC USER ID  ADDRESS   USER NAME













PF1=Help       2=Addr Book  3=Edit Note  4=          5=Cmd Line   6=
PF7=Backward   8=Forward    9=          10=Add Line  11=Del Line  12=Quit
DMDE063I Bottom of recipient list
===>
```

Figure 2. Accessing the EAB via the Note Creation Panel

1. Press PF2 now in order to see the following panel:

```
ENJ060                    SEARCH IN SHARED ADDRESS BOOK

Enter selection information or an option, then press ENTER



Last name...........: _____
                      _____
Department..........: _____
First name..........: _____
Preferred name......: _____
User ID.............: _____
Address (Node ID)...: _____
Phone - primary.....: _____
Company Car.........: _____
Location............: _____

Available options:
1 View  70 Search PNN  71 Search SNN  73 Search PAB  74 Show Distr Menu

PF1-Help      2=          3=End         4=            5=Cmd Line   6=
PF7=          8=Forward  9=             10=           11=Refresh  12=Quit

===> 73
```
Figure 3. The Initial Enterprise Address Book Panel

1. In order to gain access to your Personal Address Book, type 73 on the command line and press Enter. You will then see the following panel:

```
ENJ060                    SEARCH IN PERSONAL ADDRESS BOOK

Enter selection information or an option, then press ENTER



Last name...........: _____
                      _____
First name..........: _____
Preferred name......: _____
Phone - primary.....: _____
User ID.............: _____
Address (Node ID)...: _____
Department..........: _____
Location............: _____
Building............: _____

Available options:
1 View  3 Add

PF1-Help      2=          3=End         4=            5=Cmd Line   6=
PF7=          8=Forward  9=             10=           11=Refresh  12=Quit

===> 3
```
Figure 4. The Enterprise Address Book PAB Panel

1. In order to add an item to your Personal Address Book, type 3 on the command line and press Enter. You will then see the following panel:

```
ENJ100                         VIEW/SEARCH PERSONAL ADDRESS BOOK

 Change the information or select an option, then press ENTER



 Full name...........: _____
                       _____
 Last name...........: _____
                       _____
 First name..........: _____
 Preferred name......: _____
 Middle name.........: _____
 Phone - primary.....: _____
 User ID.............: _____
 Address (Node ID)...: _____
 Phone - FAX.........: _____




 PF1-Help     2=         3=End           4=           5=Cmd Line   6=
 PF7=         8=Forward  9=             10=           11=Refresh  12=Quit

 ===>
```

Figure 5. Adding an Entry to your Personal Address Book

2. Now that this panel has been displayed, we can begin to enter the data needed to store a fax address for 'ABC'. OV/Fax uses 4 of the fields available in the Enterprise Address Book. These are:

   - User ID
   - Address (Node ID)
   - Full name
   - Phone - FAX

   In the above panel, all these fields are shown on one screen. In practice, you may have to use PF8 in order to reveal all the fields. In order to complete the entry for 'ABC', the following information is entered:

```
ENJ100                        VIEW/SEARCH PERSONAL ADDRESS BOOK

Change the information or select an option, then press ENTER



Full name...........: ABC Ltd._____
                      _____
Last name...........: _____
                      _____
First name..........: _____
Preferred name......: _____
Middle name.........: _____
Phone - primary.....: _____
User ID.............: ABC_____
Address (Node ID)...: FAX_____
Phone - FAX.........: 0123-456 7890_____




PF1-Help      2=         3=End        4=          5=Cmd Line   6=
PF7=          8=Forward  9=          10=         11=Refresh  12=Quit

===>
```

Figure 6. Adding an Entry to your Personal Address Book - (2)

The fields have the following significance:

Full name

This name will automatically appear in the 'To:' field of a note header, when you create a note. OV/Fax will place this on the cover sheet. If you overtype the note header with other information, OV/Fax will use the altered information on the cover sheet.

User ID

This is the name of the address book entry that you will use in conjunction with OV/Fax. We shall see examples of its use later on. Please note that, to avoid confusing results, you should ensure that you do not duplicate a User ID that already exists in the Shared Address Book.

Address

All items added to the Enterprise Address Book for use with OV/Fax will need to have the same Address or Node ID. This is usually set up as 'FAX'.

Phone - FAX

This field gives the phone number that OV/Fax will dial whenever you send a request using this address book entry. When setting up the fax number, be sure to follow the rules outlined in "Appendix I. Rules to Follow When Coding a Fax Number".

1. When the entry is complete, press Enter. The message 'Entry added to PAB' will appear. You may return to Figure 2 by pressing PF3 several times.

2. Continue now with the next section, where you will be shown how to make use of the Address Book Entry that you have just set up.

Using the EAB to address Personal Services Notes

Once you have set up an entry in your Personal Address Book, you find yourself back at the Note Recipients panel. Type in the following details:

```
DMDBNT10                    NOTE      RECIPIENTS          Item    1 of    1

Type the recipients below, then press PF3 to Edit Note

NICKNAME/
LISTNAME   CC USER ID  ADDRESS   USER NAME
              ABC       FAX




















PF1=Help      2=Addr Book  3=Edit Note  4=          5=Cmd Line   6=
PF7=Backward  8=Forward    9=          10=Add Line  11=Del Line  12=Quit
DMDE063I Bottom of recipient list
===>
```

Figure 7. Entering the EAB Recipient on a Personal Services Note

Having set up the recipients, press PF3 to edit the note. The following panel will be displayed:

```
DMDBNT00                     EDIT NOTE              Page    1 of    1
NOTE 15/08/06 11:53:41 RAO                          Line    7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
         Date: 15/08/06
         From: Richard Owen                    RAO    - KSOLN
           To: ABC Ltd.                        ABC    - FAX
      Subject:
  ------------------------------------------------------------------------------










PF1=Help      2=Recipients 3=File       4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward  8=Forward    9=Send+File 10=Add Line   11=Splt/Join 12=Quit
DMDE062I Top of note
===>
```

Figure 8. Note Header using Information in the EAB Personal Address Book

The first four lines of the panel are known as the 'note header'. The information on the 'To:' line has been taken from the 'Full name' field which was used when adding the name 'ABC' to

---

the Personal Address Book in Figure 6. The subject can be added manually, as can the text of the fax. The following panel shows the completed note:

```
DMDBNT00                          EDIT NOTE                  Page    1 of    1
NOTE 15/08/06 11:53:41 RAO                                   Line    7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
        Date: 15/08/06
        From: Richard Owen                                  RAO      - KSOLN
          To: ABC Ltd.                                      ABC      - FAX
     Subject: OV/Fax Configuration
------------------------------------------------------------------------------

Please can you send me more information on your current OV/Fax server
configuration.

Many thanks,

Richard.




PF1=Help       2=Recipients 3=File       4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward   8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
```

Figure 9. Completing your Personal Services Note, using the EAB

Once the text of your fax has been typed in, press PF6 or PF9 to send it.

An example of the fax cover sheet that this note would generate is given in "Chapter 6. Cover Sheets Used by OV/Fax".

Using the EAB to address Documents

Documents may also be sent as faxes. OV/Fax supports documents which are in 'Editable' format (for example, those created using the Personal Services editor), as well as documents which are in Revisable Format Text (created using DisplayWrite/370, for example).

Documents, like notes, may be addressed by using a previously defined fax entry from either your Personal Address Book, or from the Shared Address Book. This example will use an entry from the Personal Address Book.

Once your document has been created, select the 'send' option in the normal way. The following 'Send document' panel will appear.

```
DMDBSD01                         SEND DOCUMENT

Document name....: OV/FAX V2.4.2 CHANGES
Subject..........: OV/Fax changes

Change the information below, then press ENTER

 Attached
 Message....: Here is the information you asked for on the changes.
      ....:
      ....: Regards,
      ....: Keane Ltd Product Support


 Send to..........:             Address.....:
      ...........:                   .....:
      ...........:                   .....:
      ...........:                   .....:
      ...........:                   .....:
 Personal..........: 0          Receipt Ack.: 1        0 = No  1 = Yes
PF1=Help      2=Addr Book  3=           4=Main Menu  5=Cmd Line   6=Fast Path
PF7=          8=           9=Verify   10=           11=           12=Quit

===>
```
Figure 10. Document Send Panel, before addressing

If you already know which EAB address you wish to use, you may type it onto this panel, and press Enter. For instance, you could type 'ABC' in the 'Send to' field, and 'FAX' in the 'Address' field. If, however, you need to consult the EAB, you may press PF2 here, and select the desired address(es) from the Personal or Shared Address Book.

If you wish to send a copy of the fax to more than one fax number, then you may specify extra EAB addresses in the remaining 'Send to' fields, giving 'FAX' as the address each time, or select more than one address from the EAB panels after pressing PF2. It is also possible to send a copy to one or more Office System users, and thus send a document both electronically and to OV/Fax.

An example of the fax cover sheet that this document would generate is given in "Chapter 6. Cover Sheets Used by OV/Fax".

Using the EAB to address Personal Services Messages

Personal Services messages may also be sent as faxes, resulting in one-page faxes. Select the Messages option within Personal Services. The following 'Create Message' panel will appear.

```
DMDBCM00                      CREATE MESSAGE

 Message....: F.A.O.  Simon Smith
      .......: You should receive this as a single page fax.
      .......: Regards, Richard.
      .......:
For sending the message to others:
 Send to..........:            Address.....:
       ..........:                    .....:
       ..........:                    .....:
       ..........:                    .....:
       ..........:                    .....:

For filing the message:
 Tag..............:
 Date due.........:

Type an option number or fast path command, then press ENTER
  3 Send       9 File     12 Send and file

PF1=Help      2=Addr Book  3=           4=Main Menu  5=Cmd Line   6=Fast Path
PF7=          8=           9=Verify    10=Options   11=          12=Quit

===> 12
```
Figure 11. The Message Creation Panel, before addressing

If you already know which EAB address you wish to use, you may type it onto this screen, and press Enter. For instance, you could type 'ABC' in the 'Send to' field, and 'FAX' in the 'Address' field. If, however, you need to consult the EAB, you may press PF2 here, and select the desired address(es) from the Personal or Shared Address Book.

If you wish to send a copy of the fax to more than one fax number, then you may specify extra EAB addresses in the remaining 'Send to' fields, giving 'FAX' as the address each time, or select more than one address from the EAB panels after pressing PF2. It is also possible to send a copy to one or more Office System users, and thus send a document both electronically and to OV/Fax.

"Chapter 6. Cover Sheets Used by OV/Fax" includes an example of the fax that would be sent.

Using the EAB to address PC Files

Your system may allow you to send PC files as faxes. The files should contain documents created by a PC word processor. The files will need to be uploaded to the host from a PC, or received using electronic mail. Many common word processor formats are supported.

PC files, like documents, may be addressed by using a previously defined fax entry from either your Personal Address Book, or from the Shared Address Book. This example will use an entry from the Personal Address Book.

From your in-basket or file cabinet, select the 'send' option in the normal way. The following 'Send document' panel will appear.

```
 DMDBSD01                        SEND DOCUMENT

 Document name....: FAXV240.DOC
 Subject..........: Changes to OV/Fax

 Change the information below, then press ENTER

  Attached
  Message....: Here is the information you asked for.
       ....:
       ....: Regards,
       ....: Keane Ltd Product Support


  Send to...........:            Address.....:
        ...........:                  .....:
        ...........:                  .....:
        ...........:                  .....:
        ...........:                  .....:
  Personal..........: 0         Receipt Ack.: 1      0 = No  1 = Yes
 PF1=Help      2=Addr Book  3=            4=Main Menu  5=Cmd Line   6=Fast Path
 PF7=          8=           9=Verify  10=          11=          12=Quit

 ===>
```

Figure 12. Document Send Panel, before addressing

If you already know which EAB address you wish to use, you may type it onto this panel, and press Enter. For instance, you could type 'ABC' in the 'Send to' field, and 'FAX' in the 'Address' field. If, however, you need to consult the EAB, you may press PF2 here, and select the desired address(es) from the Personal or Shared Address Book.

If you wish to send a copy of the fax to more than one fax number, then you may specify extra EAB addresses in the remaining 'Send to' fields, giving 'FAX' as the address each time, or select more than one address from the EAB panels after pressing PF2. It is also possible to send a copy to one or more Office System users, and thus send a PC file both electronically and to OV/Fax.

An example of the fax cover sheet that this PC file would generate is given in "Chapter 6. Cover Sheets Used by OV/Fax".

Chapter 4. Using the OV/Fax Address Books

Creation and maintenance of OV/Fax address book entries

The menu below is displayed once you have successfully signed onto the system (see "Chapter 2. Signing onto the OV/Fax Facilities"), or may be displayed as a result of choosing the fax facilities directly from the Office System main menu.

```
 FAX2FAX1                        OV/FAX Menu



 Select an option and type it below; then press ENTER.


        1     Create/Change Personal FAX Address Book
        2     View Personal FAX Address Book
        3     View Shared Fax Address Book
        4     Work With FAX Status Information







 PF1=Help      2=          3=          4=Exit      5=Cmd Line   6=
 PF7=          8=          9=          10=         11=          12=Quit

 ===>
```

Figure 13. The OV/Fax Main Menu

Options 1 to 3 are the fax address book options within OV/Fax. There are two types of address book:

- The shared fax address book.
  This is set up by the OV/Fax administrator and contains details of fax addresses which everyone may use.

- The personal fax address book.
  Each user may set up a personal fax address book, containing private addressing information.

The fax address books comprise a series of 'nicknames'. Each nickname can be used as a mnemonic code when sending faxes. OV/Fax will automatically expand these codes into the required fax number for transmission. As a result, it is not necessary to remember many different fax numbers, or to type in the fax number every time you want to send a fax.

Select option 1 to see the following panel:

```
FAX2FAX4              EDIT PERSONAL FAX ADDRESS BOOK            Line   1 of   1


NICKNAME   P   FAX NUMBER                    DESCRIPTION

ABC        1   0123-456 7890                 ABC Ltd.









PF1=Help       2=           3=File      4=Main Menu  5=Cmd Line   6=
PF7=Backward   8=Forward    9=          10=          11=          12=Quit

===>
```

Figure 14. The Personal Fax Address Book

When this panel is seen for the first time, no information will be displayed. This is because you have yet to set up entries in your personal fax address book.

Each fax address book entry contains the following items of information:

Nickname   The nickname is the mnemonic code used to refer to the fax number and description fields. It may be up to 8 characters long.

Priority   This value indicates whether the fax number is the primary number (value is **1**) or the optional alternate number (value **2**) to be used if the primary number is unsuccessful.

Fax Number   The fax number should be entered in this field. When specifying a fax number, be sure to adhere to the rules outlined in "Appendix B Rules to Follow When Coding a Fax Number".

Description   A meaningful description should be entered in this field. The name of the company to whom the fax number applies could be used here. The description is often used on fax cover sheets (see "Chapter 6. Cover Sheets used by OV/Fax").

If you wish to change the information on any entry, simply overtype it and press the 'File' PF key.

Option 2 from the fax user menu will allow you to view the contents of your personal fax address book, without making changes.

Option 3 from the fax user menu will allow you to view the contents of the shared address book. You may use items from the shared address book when addressing your faxes.

Scrolling through the fax address book

PF keys are available to scroll through the fax address book. These keys are normally set as follows:

- PF7 to scroll upwards

- PF8 to scroll downwards

It is also possible to enter scrolling commands on the command line. These are normally set up as 'SF' and 'SB'. Each of these may be followed by a number.

SF   This command is used to page forward through the fax address book.

SF n   This command is used to scroll forward a certain number of lines.

SB   This command is used to page backward through the fax address book.

SB n   This command is used to scroll backward a certain number of lines.

Searching the address book

A number of commands are available to assist you in searching through the address book:

LOC   used to locate a specific nickname, for example **LOC ABC**

FF   used to find text in records after the last one displayed on the panel, for example **FF 0123-456** or **FF ABC**.

FB   used to find text in records before the first one displayed on the panel, for example **FB 0123-456**.

Adding Nicknames

To add a nickname to the address book use the **ADD** command. For example type **ADD ABC** on the command line and press ENTER. You will then be prompted to fill in the fax number and description. If the nickname is new, the number will be added as the primary number. If the primary number already exists, the number will be added as the alternative number.

Deleting Nicknames

To delete a nickname to the address book use the **DEL** command. For example type **DEL ABC** on the command line and press ENTER to delete nickname ABC. Both the primary and any alternate number will be deleted. To only delete the primary number of a pair, follow the command with a **1**, for example **DEL ABC 1**. The alternate number will become the new primary number. To only delete the alternate number of a pair, follow the command with a **2**, for example **DEL ABC 2**.

Using fax nicknames on Personal Services Notes

This is one of the easiest and most popular ways of creating and sending faxes using OV/Fax. The reason for this is that there is very little difference between sending a note to someone else on the Office System, and sending it out as a fax. In fact, it is possible to send a note electronically and to the fax system at the same time!

Select the 'Create note' function in Personal Services. The following 'note recipients' panel will appear, asking for recipient information:

```
DMDBNT10                    NOTE       RECIPIENTS            Item    1 of    1

Type the recipients below, then press PF3 to Edit Note

NICKNAME/
LISTNAME   CC USER ID  ADDRESS  USER NAME
              ABC       FAX


















PF1=Help      2=           3=Edit Note  4=           5=Cmd Line   6=
PF7=Backward  8=Forward    9=          10=Add Line  11=Del Line  12=Quit
DMDE063I Bottom of recipient list
===>
```

Figure 15. Entering the Recipients on a Personal Services Note

The address of 'FAX' is all that is required to ensure that your request is passed to the OV/Fax system. 'ABC' is a fax nickname from your personal fax address book (see Figure 13).

Note that the NICKNAME field on this panel is used for Personal Services nicknames, not fax nicknames.

Having set up the recipients, press PF3 to edit the note. The 'Edit Note' panel will be
displayed:

```
DMDBNT00                        EDIT NOTE                  Page    1 of    1
NOTE 15/08/06 11:53:41 RAO                                 Line    7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:....>
          Date: 15/08/06
          From: Richard Owen                              RAO    - KSOLN
            To:                                           ABC    - FAX
       Subject:
--------------------------------------------------------------------------------




PF1=Help       2=Recipients 3=File       4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward   8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
Figure 16.  Editing your Personal Services Note
```

The first four lines of the panel are known as the 'note header'. Information on the 'To:' line
can be added manually, as can the 'subject:' line. The text of the note can then be entered.
The following figure is an example of a completed note.

```
DMDBNT00                        EDIT NOTE                  Page    1 of    1
NOTE 15/08/06 11:53:41 RAO                                 Line    7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:....>
          Date: 15/08/06
          From: Richard Owen                              RAO    - KSOLN
            To: Computer Department                       ABC    - FAX
       Subject: OV/Fax Configuration
--------------------------------------------------------------------------------

Please can you send me more information on your current OV/Fax server
configuration.

Many thanks,

Richard.



PF1=Help       2=Recipients 3=File       4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward   8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
Figure 17.  Completing your Personal Services Note
```

Once the text of your fax has been typed in, press PF9 to send it.

An example of the fax cover sheet that this note would generate is given in "Chapter 6. Cover
Sheets Used by OV/Fax".

Further information concerning notes

It is possible to make the creation and addressing of notes still easier by using entries in the Personal Services address book. In this section, we shall recreate the note shown in Figure 16, after setting up an entry in the Personal Services address book. This section reproduces several of the panels from OfficeVision/MVS. Please note that these panels are highly customisable and yours may differ from the examples shown here.

Setting up a Personal Services nickname

The following procedure should be carried out in order to set up a new nickname in your Personal Services address book:

- Select the 'Work with addressing information' option from the OfficeVision/MVS main menu. The following panel will be displayed:

```
  DMDBAI00              ADDRESSING INFORMATION SELECTION MENU


 Type an option number or fast path command, then press ENTER

    1   Create/Change Personal Address Book
    2   View Personal Address Book
    3   Print Personal Address Book

    4   View Shared Address Book
    5   Print Shared Address Book

    6   Create a Personal Distribution List
    7   Work with Existing Distribution Lists




 PF1=Help       2=           3=            4=Main Menu  5=Cmd Line   6=Fast
Path
 PF7=          8=           9=           10=          11=          12=Quit

 ===>
```
Figure 18. The Personal Services Addressing Information Panel

- Select Option 1 to change your Personal Address Book. If your address book already contains entries, then they will be displayed, as the following panel shows:

```
DMDBAB00                    EDIT PERSONAL ADDRESS BOOK          Line    1 of    1

NICKNAME     USER ID    ADDRESS    USER NAME
KSUPP        GBKDFDZF   IBMMAIL    Acme Support

















PF1=Help      2=          3=File       4=          5=Cmd Line   6=
PF7=Backward  8=Forward   9=           10=Add Line  11=Del Line  12=Quit

===>
```
Figure 19. The Personal Services Address Book

- The above example shows an address book with only one previous entry in it. Place the
  cursor on a text line, and press PF10 in order to add a new nickname to the address book.
  A blank line will appear, with the cursor in the nickname field. In order to create a new
  nickname pointing to ABC, the details shown in the following panel should be typed in:

```
DMDBAB00                    EDIT PERSONAL ADDRESS BOOK          Line    1 of    1

NICKNAME     USER ID    ADDRESS    USER NAME
KSUPP        GBKDFDZF   IBMMAIL    Acme Support
ABCCOMP      ABC        FAX        Computer Department















PF1=Help      2=          3=File       4=          5=Cmd Line   6=
PF7=Backward  8=Forward   9=           10=Add Line  11=Del Line  12=Quit

===>
```
Figure 20. Adding a Nickname to the Personal Services Address Book

- Select PF3 to file the changes. The nickname is now ready for use.

Using the Personal Services address book with OV/Fax

Once the new nickname has been added to the Personal Services address book, it can very easily be used to generate a note ready for submission to OV/Fax. The simplest method of all is to type in the 'Create Note' fastpath on the command line, followed by the nickname to be used in the note. Carry out the following steps:

- Put the cursor on the command line on any Personal Services panel.

- Type in the Create Note fastpath (usually 'cn'), followed by a nickname. Using the example created in Figure 19, this would have the format:

    cn abccomp

- Press Enter. The following 'Edit Note' panel will appear:

```
DMDBNT00                          EDIT NOTE                Page    1 of    1
NOTE 15/08/06 11:53:41 RAO                                 Line    7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:....>
          Date: 15/08/06
          From: Richard Owen                              RAO     - KSOLN
            To: Computer Department                       ABCCOMP - FAX
       Subject:
     --------------------------------------------------------------------------




PF1=Help       2=Recipients 3=File      4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward   8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
```

Figure 21. Note created from Personal Services Address Book

- Type in the subject and the text of the fax. Press PF9 to send the note to OV/Fax.

The fax will now be sent out to the number indicated by the definition for 'ABC' in the Personal Fax Address Book.

It would be possible to send to both addresses given in the Personal Services address book, just as easily, by typing in the following on the command line:

    cn Ksupp abccomp

This technique may be used to send notes electronically and to OV/Fax simultaneously, or to send to multiple fax recipients.

Using fax nicknames to address Documents

Documents may also be sent as faxes. OV/Fax supports documents which are in 'Editable' format (for example, those created using the Personal Services editor), as well as documents which are in Revisable Format Text (created using DisplayWrite/370, for example).

Documents, like notes, may be addressed by using a previously defined fax nickname, either from your personal fax address book or from the shared fax address book.

Once your document has been created, using whichever editor you prefer, select the 'send' option in the normal way. The following panel will appear.

```
DMDBSD01                        SEND DOCUMENT

Document name....: OV/FAX V2.4.2 CHANGES
Subject..........: OV/Fax changes

Change the information below, then press ENTER

 Attached
 Message....: Here is the information you asked for.
       ....:
       ....: Regards,
       ....: Keane Ltd Product Support


 Send to..........: ABC        Address.....: FAX
       ...........:                 .....:
       ...........:                 .....:
       ...........:                 .....:
       ...........:                 .....:
 Personal..........: 0         Receipt Ack.: 1       0 = No  1 = Yes
PF1=Help       2=          3=              4=Main Menu  5=Cmd Line   6=Fast Path
PF7=           8=          9=Verify   10=          11=          12=Quit

===>
```
Figure 22. Using a fax nickname to address your document

The fax nickname is entered into the 'Send to' field. The address will always need to have a value - at most installations, this will be 'FAX'. The attached message will appear on the cover sheet of the fax.

If you wish to send a copy of the fax to more than one fax number, then you may specify extra fax nicknames in the remaining 'Send to' fields, giving 'FAX' as the address each time. If a Personal Services nickname has been set up, then this too may be used. It is also possible to send a copy to one or more Office System users, and thus send a document both electronically and to OV/Fax.

Using fax nicknames to address Personal Services Messages

Personal Services messages may also be sent as faxes, resulting in one-page faxes. Select the Messages option within Personal Services. The following panel will appear.

```
DMDBCM00                        CREATE MESSAGE

 Message....: F.A.O.  Simon Smith
      .......: You should receive this as a single page fax.
      .......: Regards, Richard.
      .......:
For sending the message to others:
 Send to..........: ABC        Address.....: FAX
       ..........:                   .....:
       ..........:                   .....:
       ..........:                   .....:
       ..........:                   .....:

For filing the message:
 Tag..............:
 Date due.........:

Type an option number or fast path command, then press ENTER
  3 Send       9 File     12 Send and file

PF1=Help     2=           3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=         8=           9=Verify    10=Options    11=          12=Quit

===> 12
```
Figure 23. Using a nickname to address your message

The fax nickname is entered into the 'Send to' field. The address will always need to have a value - at most installations, this will be 'FAX'.

If you wish to send a copy of the fax to more than one fax number, then you may specify extra fax nicknames in the remaining 'Send to' fields, giving 'FAX' as the address each time. It is also possible to send a copy to one or more Office System users, and thus send a document both electronically and to OV/Fax.

Using fax nicknames to address PC Files

Your system may allow you to send PC files as faxes. The files should contain documents created by a PC word processor. The files will need to be uploaded to the host from a PC, or received using electronic mail. Many common word processor formats are supported.

PC files, like documents, may be addressed by using a previously defined fax nickname, either from your personal fax address book or from the shared fax address book.

From your in-basket or file cabinet, select the 'send' option in the normal way. The following 'Send document' panel will appear.

```
 DMDBSD01                         SEND DOCUMENT

 Document name....: FAXV240.DOC
 Subject..........: Changes to OV/Fax

 Change the information below, then press ENTER

  Attached
  Message....: Here is the information you asked for.
        ....:
        ....: Regards,
        ....: Keane Ltd Product Support


  Send to..........: ABC         Address.....: FAX
        ...........:                   .....:
        ...........:                   .....:
        ...........:                   .....:
        ...........:                   .....:
  Personal..........: 0          Receipt Ack.: 1        0 = No  1 = Yes
 PF1=Help      2=           3=             4=Main Menu  5=Cmd Line   6=Fast Path
 PF7=          8=           9=Verify   10=           11=            12=Quit

 ===>
```
Figure 24. Using a fax nickname to address your PC file

The fax nickname is entered into the 'Send to' field. The address will always need to have a value - at most installations, this will be 'FAX'. The attached message will appear on the cover sheet of the fax.

If you wish to send a copy of the fax to more than one fax number, then you may specify extra fax nicknames in the remaining 'Send to' fields, giving 'FAX' as the address each time. If a Personal Services nickname has been set up, then this too may be used. It is also possible to send a copy to one or more Office System users, and thus send a PC file both electronically and to OV/Fax.

Chapter 5. Monitoring the Progress of Faxes

Once a fax has been sent using one of the methods outlined in previous chapters, you will wish to know whether it has been transmitted. OV/Fax provides the information on the latest status of the fax in the following ways:

- By maintaining status information for all outbound faxes. You are able to view status information for the faxes which you have sent.

- By sending messages to your in-basket.

The OV/Fax Status File

The status information can be accessed in two ways:

- From an extra option on the Office System main menu. This option may take you straight to the following panel, or to the OV/Fax Main Menu, where you should select option 4 in order to see the panel shown below.

- By signing on to the OV/Fax facilities as described in "Chapter 2. Signing onto the OV/Fax Facilities", and selecting option 4 from the fax user menu.

```
FAX2FAX5                    FAX STATUS INFORMATION SELECTION

Type the information below, then press ENTER

   View status of.........:          1 Requests with errors

                                     2 Pending requests

                                     3 Completed requests


Date and Time requested:
     From..:
     To....:




PF1=Help        2=           3=            4=Main Menu  5=           6=
PF7=            8=           9=           10=           11=          12=Quit

===>
```
Figure 25. The Status Information Selection Panel

You may select the following status information:

- Requests with errors
  This option will display only those fax requests where one or more of the fax addresses is in error.

- Pending requests
  These requests have been received by OV/Fax and are awaiting transmission to a server, or rescheduling by the host.

- Completed Requests
  These are requests that have been successfully sent.

- All requests
  If no option number is specified, you will be presented with all available status information.

You may, if you wish, restrict the display so that you see only those faxes which were logged within a certain time period. In order to do this, specify a start, finish, or combined date or time range in the format **DD/MM/YY HH:MM** (**MM/DD/YY HH:MM** if your terminal has been set up to accept the American date format).

The following panel is displayed after selection:

```
 FAX0FAX7                        STATUS OF FAX REQUESTS

 Select the item(s) to work with; then press ENTER.

 CMD DATE      TIME     ADDRESS 1           IDENTIFIER        STATUS
 x   16/08/06 10:59     ABC-FAX             NOTE 15/08/06 11:53 COMPLETE












 PF1=Help      2=          3=            4=Main Menu  5=Cmd Line   6=
 PF7=Backward  8=Forward   9=           10=          11=          12=Quit

 ===>
```
Figure 26. The Main Fax Status Panel

You may enter an 'X' next to one or more faxes if more detailed information is required on a fax. The "Results of Send Request" panel will then be displayed.

You may suppress a fax from the display by typing '10' against it. You may do this for faxes which are complete, and to which you do not wish to refer again. **Faxes cannot be cancelled by using this option.**

In order to see the list of recipients for a fax, type '1' against the required item. The "Fax Recipient Status" panel will then be displayed.

If you have sent more than 14 faxes, use the **PF7** and **PF8** keys to page up and down through the list. To search through the list for an entry containing specific details, use the following commands:

   FF   used to find records after the last one displayed on the panel (find forward). For example, **FF ABC**.

   FB   used to find records before the first one displayed on the panel (find backward). For example, **FB NOTE**.

All the fields on the panel will be searched, so you could, for example, find the list of requests for a particular day by searching on the date.

The detail provided for a fax item is as follows:

```
 FAX0FAX8              RESULTS OF SEND REQUEST            STATUS: COMPLETE


 Document Name...: NOTE 15/08/06 11:53:41 RAO
 Subject.........: OV/Fax Configuration
 Attached....:
 Message.....:
           :
           :

 Sent to............: ABC         Address............: FAX
                  :                            :
                  :                            :
                  :                            :

 Sent by...........: RAO    KSOLN              Sent......: 16/08/06 10:59
 Received by FAX....: 16/08/06 10:59

 Select an option and type it below; then press ENTER.
 1 View recipient status    ( 1 recipients)

 PF1=Help      2=          3=           4=Main Menu  5=Cmd Line   6=
 PF7=          8=          9=          10=          11=          12=Quit

 ===>
```

Figure 27. The Fax Status Detail Panel

If there are more than four recipients of the fax, then '++++' will be displayed next to the last address. The total number of recipients is shown in the option list (in brackets).

You may suppress the fax from the display by selecting option '10'. You may do this for faxes which are complete, and to which you do not wish to refer again. **Faxes cannot be cancelled by using this option.**

In order to see the list of recipients for a fax, select option '1'. The following panel will then

```
 FAX0FAX9              FAX RECIPIENT STATUS              Item   1 of    1

  Number arrived....:   1

 CMD USER ID  ADDRESS   SERVER    STATUS         FAX NUMBER
 x   ABC      FAX       WITTON    COMPLETE       0123-456 7890












 PF1=Help      2=          3=           4=Main Menu  5=Cmd Line   6=
 PF7=Backward  8=Forward   9=          10=          11=          12=Quit

 ===>
```

Figure 28. The Fax Recipients Status Panel

be displayed:

The fax status can have one of the following values:

PENDING   The fax has not yet been passed to the server OR has failed to transmit, and is awaiting a further attempt.

ERROR   The fax has been rejected either because of a problem in the data sent (perhaps you are not authorised) or because the fax server could not send it (perhaps the number does not exist).

REQUEUE   No servers are available at present, and the fax is being held in readiness for server availability.

CANCELLED   The fax has been cancelled by the originator or by an administrator.

TRANSMIT   The fax is being passed to the server.

DIALLING   The server has been instructed to send the fax and will shortly attempt to dial the number, or is actually sending the fax.

The CMD field may be used to perform one of the following actions:

- To see further details of the fax (usually achieved by entering 'X')

- To cancel a fax (usually achieved by typing in '19'.).

If you cancel a fax, a message will be displayed to tell you that your request has been accepted. However, your fax will only be cancelled if it has not already been sent by the time the request is processed. If you succeed in cancelling the fax, a message will appear in your in-basket later, to confirm the cancellation.

If you ask to see further details of the fax, the following panel will be displayed.

```
FAX0FAXG                    STATUS OF FAX ADDRESS
                                       STATUS: COMPLETE
Originator name....: Richard Owen
Originator ID......: RAO              Originator node....: KSOLN
Server.............: WITTON           Cover sheet........: LION
Recipient ID.......: ABC              Recipient node.....: FAX
CSID quoted..: +44.121-356 9940       Document type......: EDITABLE
Recip. name..: Computer Department
No. dialled..: 901234567890
Fax number...: 0123-456 7890          Fax reference......: 0012974
Sent time....: 16/08/06 11:06 Pages..:  002   Schedule count.....: 01
Received CSID: 44 123 456 7890        Duration...........: 01.21

Error reason.: 020: Invalid image     OV-Fax-error.......: 020
Return code..: 0006 in conversion program FAXOUT
GammaFax return code.....: 3936       Invalid image......: SIGNATURE


Select an option and type it below; then press ENTER.
11 Generate new recipient   19 Cancel recipient

PF1=Help      2=           3=            4=Main Menu  5=Cmd Line   6=
PF7=          8=           9=           10=          11=          12=Quit

===>
```
Figure 29. The Fax Recipient Details Panel

This panel gives you the greatest detail about the current status of your fax. The fields presented here have the following meaning:

STATUS	This field tells you the current status of your fax. It has the same range of values and meanings as on the preceding panel.
Originator name	This gives the name of the person sending the fax. It may be supplied by the 'From:' field on a note header (as in this example), or from the author field (in a document). It will be blank if you choose to send a Personal Services message.
Originator ID	This field displays the user ID of the person sending the fax.
Originator node	This field displays the node of the person sending the fax.
Server	This field shows which server has sent/is sending the fax.
Cover sheet	This field gives the name of the image which will be used to form the cover sheet of your fax. The field may contain '*****' if your fax is to be sent without a cover sheet.
Recipient ID	This field displays the user ID of the fax recipient.
Recipient node	This field displays the node of the fax recipient.
CSID quoted	When your fax is received, it will appear to have come from the fax number quoted here. This will encourage your fax correspondent to reply to the correct fax number.
Document type	This field shows whether the document is EDITABLE, RF TEXT or PC FILE. (Messages will also be shown as EDITABLE.)
Recip. name	This field displays, wherever possible, the full name of the recipient of the fax. It may be taken from the 'To:' or 'cc:' field on a Personal Services note header (as in this example), or from the 'full name' field when the Enterprise Address book is being used.
No. dialled	This is the actual number dialled by the server.
Fax number	This is the fax number which is being dialled. It is, of course, an expansion of the address book item which you used when sending the fax.
Fax reference	Each fax in the system has a unique 7-digit reference number which is shown here.
Sent time	This field will be blank unless the status is COMPLETE. It will then display the date and time at which your fax was sent.
Schedule count	This field shows the number of attempts which OV/Fax has made to send the fax. It will normally be set to 01, but may increase if the fax number has had to be re-dialled because it was engaged, or because some other fault occurred.
Received CSID	This field will be blank unless the status is COMPLETE: when the status is COMPLETE, it will contain the CSID of the machine to which the fax was sent. This will normally match the 'Fax number' field on this panel.
Duration	This field will be blank unless the status is COMPLETE. At this point, the field will show you how long it took to transmit the fax. This is expressed as MM.SS.

Under normal circumstances, the remainder of the screen will be blank. The remaining fields shown in the figure will only appear when an error has occurred. All the possible error fields are shown above for the sake of completeness. These error fields have the following meanings:

Error reason   This is a short phrase which will give you a brief diagnosis of the error which has occurred. It may tell you that the number is busy, for example, or that the remote fax machine is not answering.

OV/Fax-error   This is a three-digit code used internally by OV/Fax. Its meaning is always given by the 'Error reason' field above.

Return code   Before your fax can be sent, it has to pass through one or more conversion routines. These routines may occasionally fail. If this occurs, then you will see information on this line. Under these circumstances, it is best to advise your administrator before attempting to send your fax again.

GammaFax return code   Your fax may fail because the GammaFax card (which performs the dialling of fax numbers) detects an error. A 4-digit GammaFax code will then appear in this field. In many cases, its meaning will be made clearer by looking at the 'Error reason' field. If you are still not sure what has happened, contact your administrator for further information.

Invalid image   As you will see later, it is possible for you to include images in your faxes by means of simple commands embedded in the text. If however, you ask for an image that does not exist, or have your request in the wrong format, then the name of the image at fault will appear here.

You may type in '19' on the command line of this screen in order to cancel the fax. If you cancel a fax, a message will be displayed to tell you that your request has been accepted. However, your fax will only be cancelled if it has not already been sent by the time the cancel request is processed. If you succeed in cancelling the fax, a message will appear in your in-basket later, to confirm the cancellation.

Messages received from OV/Fax

Once your fax has been accepted, OV/Fax will send documents to your Office Systems in-basket to inform you of its progress. The most common of these is the 'confirmation of delivery' document, which you will receive for every address to which your fax is successfully sent. The format of this message may vary; an example is shown below.

```
DMDBNT20                        VIEW NOTE              Page    1 of    1
NOTE 15/08/06 11:53:41 RAO                             Line    1 to   17
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
Delivered fax..: NOTE 15/08/06 11:53:41 RAO
Subject .......: OV/Fax Configuration
Sent by you on.: 16/08/06 at 10:59
Sent to........: ABC-FAX 0123-456 7890
------------------------------------
Number of pages: 002
Number Dialled.: 901234567890
CSID...........: 44 123 456 7890
Duration.......:       1.21 (minutes and seconds)
Sent by FAX on.: 16/08/06 at 11:06




PF1=Help        2=            3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=Backward    8=Forward     9=            10=          11=          12=Quit

===>
```

Figure 30. The OV/Fax Confirmation of Delivery Message

The successful transmission of faxes may sometimes be delayed. For example, the number may be engaged when OV/Fax first attempts to dial it. Under these circumstances, you may occasionally receive documents which remind you that the fax is still in progress, and give you the latest status of the fax.

Error reports may also be sent to your in-basket. The following document informs the user that he specified an image in his request that does not exist on the server:

```
DMDBNT20                        VIEW NOTE              Page    1 of    1
NOTE 17/08/06 15:06:03 RAO                             Line    1 to   17
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
Cancelled fax..: NOTE 17/08/06 15:06:03 RAO test using an invali
Sent on........: 17/08/06 at 15:06 to FAX-ABC
Reject reason..: Image NEWLOGO not on server WITTON.
Action to take.: Re-submit without the image request.












PF1=Help        2=            3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=Backward    8=Forward     9=            10=          11=          12=Quit

===>
```

Figure 31. An OV/Fax Error Notice

Whenever you receive an error notification of this sort, you will find that the last line of the message will offer some advice as to what action you should take next.

Chapter 6. Cover Sheets used by OV/Fax

The faxes sent out by OV/Fax emulate 'traditional' faxes by including a cover sheet for the fax. The layout of the cover sheet is defined by the person who installs the software, and therefore the examples shown in this section give only an indication of what your cover sheets may look like. The cover sheet may include a company or department logo, and may well be based on standard headed note-paper. It may also include the following items of information:

- A four-line message, taken from the 'Attached Message' area of a document

- The real name of the person sending the fax

- The name of the recipient of the fax, taken from the 'To:' or 'cc:' line of a note header, or from the 'full name' field of the Enterprise Address Book entry (if used)

- The description field from the fax address book (if used)

- The document name of the fax

- The subject of the fax

- The name of your company

- The fax number which has been dialled

- The number of pages (including the cover sheet) which the fax contains

- The reference number of the fax

It is possible to send notes and documents without a cover sheet. Your fax administrator may already have set you up so that you do not send cover sheets. Alternatively, you may specify within the document text that you do not want it sent with a cover sheet. Please refer to the appendices for details on how to do this.

Note: Personal Services messages will always be sent as part of a cover sheet.

Cover sheet for a note

The examples which follow demonstrate how the cover sheet may be formed from the information supplied in a note or document. The first example relates to the note that was sent as a fax. This note, which is repeated here, was sent to ABC Ltd.'s Computer Department.

```
DMDBNT00                          EDIT NOTE                        Page    1 of    1
NOTE 15/08/06 11:53:41 RAO                                         Line    7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
            Date: 15/08/06
            From: Richard Owen                                    RAO      - KSOLN
              To: Computer Department                             ABC      - FAX
         Subject: OV/Fax Configuration
------------------------------------------------------------------------------

Please can you send me more information on your current OV/Fax server
configuration.

Many thanks,

Richard.



PF1=Help      2=Recipients 3=File       4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward  8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
```

Figure 32. Sending a Personal Services Note

Cover sheets can be customised by each installation, and so the following example can only serve as a rough guide to the cover sheet that would be produced from this note. It shows how the transmitted fax uses the DUMMY cover sheet, containing salient information regarding the recipient and the originator.

The information on this cover sheet is generated in the following way:

'To:' line 1	The name of the intended recipient, taken from the 'To:' line of the note header.
'To:' line 2	The name of the company has been taken from the description line for the fax nickname 'ABC'.
'To:' line 3	The word 'Number' is constant. The number itself is the expansion of the fax nickname 'ABC'.
'From:' line 1	The name of the sender is derived from the 'From:' line of the note.
'From:' line 2	The name of the sender's company is not to be found on the note, but is added by the fax server at transmission time.
'From:' line 3	The sender's fax number is not to be found on the note, but is added by the fax server at transmission time. It is defined by an administrator on the host.
'From:' line 4	The word 'Email' is constant. The user id and node of the sender are present.
'Message:' line 1	This is taken from the 'Subject' line of the note.
'Message:' line 2	The word 'Document' is constant. The document name is used in this example to supply a reference for the fax.
'Pages:'	The number of pages in the fax (including the cover sheet) is generated automatically at transmission time.

The remaining information on the cover sheet is fixed, and will appear every time the cover sheet is used.

Figure 33. Cover Sheet for a Note

Cover sheet for a document or PC file

Earlier, we described how to send documents and PC files as faxes. The 'Send Document' panel is repeated here, with suitable document details.

```
DMDBSD01                             SEND DOCUMENT

Document name....: OV/FAX V2.4.2 SETUP
Subject..........: Configuration Details

Change the information below, then press ENTER

 Attached
 Message....: Please let me know if the enclosed configuration is suitable.
      ....:
      ....: Regards,
      ....: Richard.


 Send to..........: ABC          Address.....: FAX
      ...........:                    .....:
      ...........:                    .....:
      ...........:                    .....:
      ...........:                    .....:
 Personal..........: 0          Receipt Ack.: 1      0 = No  1 = Yes
PF1=Help        2=          3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=            8=          9=Verify  10=          11=          12=Quit

===>
```

Figure 34. Sending a Document

The cover sheet that will be generated to accompany this document or PC file is shown in the following figure. The information on the cover sheet is generated in the following way:

'To:' line 1	The name of the company has been taken from the description line for the fax nickname 'ABC'. If the nickname 'ABC' had been taken from the Enterprise Address Book, rather than from the OV/Fax Address Book, then this line would not appear. The 'full name' field from the Enterprise Address Book may appear here instead.
'To:' line 2	The word 'Number' is constant. The number itself is the expansion of the fax nickname 'ABC'.
'From:' line 1	The 'author' field of the document is used here.
'From:' line 2	The name of the sender's company is not to be found in the document, but is added by the fax server at transmission time.
'From:' line 3	The sender's fax number is not to be found in the document, but is added by the fax server at transmission time. It is defined by an administrator on the host.
'From:' line 4	The word 'Email' is constant. The user id and node of the sender are present.
'Message:' line 1	This is taken from the 'Subject' line of the document.
'Message:' lines 2 - 5	These are taken from the 'attached message' specified when the document was sent.
'Message:' line 6	The word 'Document' is constant. The document name is used in this example to supply a reference for the fax.
'Pages:'	The number of pages in the fax (including the cover sheet) is generated automatically at transmission time.

The remaining information on the cover sheet is fixed, and will appear every time the cover sheet is used.
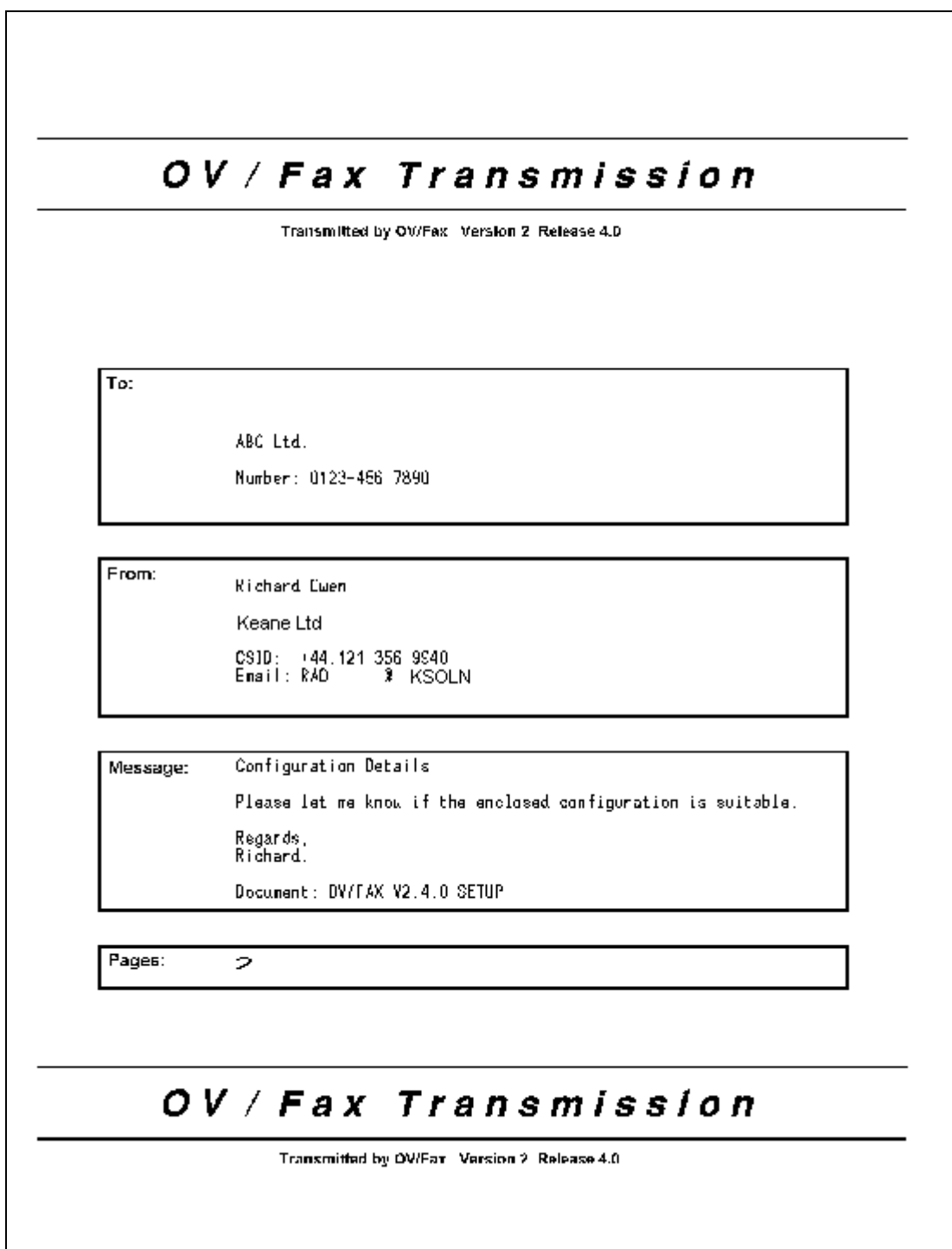
Figure 35. Cover Sheet for a Document

Cover Sheet for a message

Earlier, we described how to send a message as a fax. When you send a message, the resulting fax consists of only one page. We may wish to send the following message.

```
DMDBCM00                        CREATE MESSAGE

 Message....: F.A.O.  Simon Smith
    .......: You should receive this as a single page fax.
    .......: Regards, Richard.
    .......:
For sending the message to others:
 Send to..........: ABC        Address.....: FAX
       ..........:                   .....:
       ..........:                   .....:
       ..........:                   .....:
       ..........:                   .....:


For filing the message:
 Tag..............:
 Date due.........:


Type an option number or fast path command, then press ENTER
  3 Send        9 File       12 Send and file

PF1=Help     2=          3=              4=Main Menu  5=Cmd Line   6=Fast Path
PF7=         8=          9=Verify    10=Options   11=             12=Quit

===> 12
```
Figure 36. Sending a Personal Services Message

The cover sheet that will be generated for this message is shown in the following figure. The information on the cover sheet is generated in the following way:

'To:' line 1	The name of the company has been taken from the description line for the fax nickname 'ABC'. If the nickname 'ABC' had been taken from the Enterprise Address Book, rather than from the OV/Fax Address Book, then this line would not appear. The 'full name' field from the Enterprise Address Book would appear here instead.
'To:' line 2	The word 'Number' is constant. The number itself is the expansion of the fax nickname 'ABC'.
'From:' line 1	The node and user id of the sender will appear here.
'From:' line 2	The name of the sender's company is not to be found in the message, but is added by the fax server at transmission time.
'From:' line 3	The sender's fax number is not to be found in the message, but is added by the fax server at transmission time.
'From:' line 4	The word 'Email' is constant. The user id and node of the sender are present.
'Message:' lines 1 - 4	The message that was typed in will appear here. There will be no subject field before it.
'Message:' line 5	The word 'Document' is constant. When sending a message, the document name will always read '**MESSAGE**'.
'Pages:'	The number of pages in the fax (including the cover sheet) is generated automatically at transmission time. When a message is sent, there will always be just one page.

The remaining information on the cover sheet is fixed, and will appear every time the cover sheet is used.

Figure 37. Cover Sheet for a Message

Chapter 7. Receiving Faxes from OV/Fax

Your system may not be set up to receive inbound faxes from OV/Fax. If this is the case, you may skip this section.

You may receive a fax under either of the following circumstances:

- You may have been defined as a 'Spill Operator' - in other words, someone who has been selected to receive faxes on behalf of other people, and to ensure that all faxes are distributed to the correct recipients. Each fax server may be associated with up to four such operators.

- If your system supports 'Direct Inward Dialling' (DID), OV/Fax will attempt to send all faxes directly to the correct person, based on the extension number which was dialled by the transmitting fax machine. If, however, this method fails to identify the required recipient for a fax, routing will need to be performed by the Spill Operators.

Inbound faxes are received as RFT documents with imbedded images. As result, many work-stations will not be able to view them. You will be able to view incoming faxes if you are able to do any of the following:

- Use DisplayWrite/370, with the Image and Graphics feature, at a graphics terminal.

Sign-on to the Office System at a Personal Computer, and transfer the fax down to a PC file by using a transfer mechanism such as Keane Ltd's **PIXI** product. Once the fax has been transferred to the PC, it can be viewed using standard products such as Imagedit 2, Image Document Utility, or DisplayWrite/5.

If you have been nominated as a Spill Operator, then you will need to view faxes using one of the techniques outlined above, in order to discover to whom they are addressed. Once this has been done, faxes must be forwarded to the correct individual(s). There are several alternative ways of doing this:

- Sending to the recipient(s) using the normal 'send' options in Personal Services. If you perform re-routing in this way, be sure that the recipient can view the fax in one of the ways mentioned above.

- Print off the fax using facilities in DisplayWrite/370, IDU, or DisplayWrite/5 and mail the fax to the user.

APPENDICES

Appendix A. Specifying the Fax Address in Full

The nicknames stored in the fax address books, or in the Enterprise Address Book, provide a convenient way of sending faxes to fax numbers which you use often. When a fax is to be sent to a number which is unlikely to be used again, it may be more convenient to specify it in the note or document you are sending. This is sometimes referred to as 'wild' addressing.

A.1 Personal Services Notes

When creating a note, and specifying the fax number as part of the note, you should address the note as shown in the figure below. In this example, 'FAX' is specified as the user ID, and the address may be left blank.

```
DMDBNT10                     NOTE     RECIPIENTS          Item    1 of    1

Type the recipients below, then press PF3 to Edit Note

NICKNAME/
LISTNAME   CC USER ID  ADDRESS  USER NAME                                _
              FAX













PF1=Help       2=            3=Edit Note  4=           5=Cmd Line   6=
PF7=Backward  8=Forward     9=           10=Add Line  11=Del Line  12=Quit
DMDE063I Bottom of recipient list
===>
```
Figure 38. Entering the Recipients on a Personal Services Note

Press PF3 to edit the note. The fax number may now be entered in the 'To:' field (or alternatively the 'cc:' field) of the note header, as shown below.

```
DMDBNT00                          EDIT NOTE                      Page    1 of    1
NOTE 18/08/06 10:21:21 RAO                                      Line    7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
          Date: 18/08/06
          From: Richard Owen                                    RAO      - KSOLN
            To: 0123 456 7890 Simon Smith                       FAX      - KSOLN
       Subject: OV/Fax 'wild' addressing
------------------------------------------------------------------------------
This note demonstrates the use of note headers to specify the fax number in
full.




PF1=Help       2=Recipients 3=File        4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward   8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
```
Figure 39. Specifying the full fax number on the note header

Once again, PF9 may be used to send the note upon completion. The number coded on the 'To:' line must obey the rules for specifying fax numbers given in a later appendix. The remainder of the line may be used to supply the recipient name, and will be included on the cover sheet.

If you do not wish to use the 'To:' line in this way, then you may use the subject field instead. This is demonstrated below.

```
DMDBNT00                          EDIT NOTE                      Page    1 of    1
NOTE 18/08/06 10:21:21 RAO                                      Line    7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
          Date: 18/08/06
          From: Richard Owen, GBKDFJXF @ IBMMAIL                RAO      - KSOLN
            To: Simon Smith                                     FAX      - KSOLN
       Subject: 0123 456 7890 OV/Fax 'wild' addressing
------------------------------------------------------------------------------
This note demonstrates the use of note headers to specify the fax number in
full.




PF1=Help       2=Recipients 3=File        4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward   8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
```
Figure 40. Specifying the full fax number in the note header subject

If the number is given in the 'To:' line and in the subject, then the 'To:' line will be given precedence.

A.2 Documents

There are three ways of specifying the fax number within a document:

1. By using the attached message area

---

2. By using the Subject field

3. By the use of special commands placed at the head of the document.

Note that, in your installation, only one of the first two choices is available, dependant on how OV/Fax has been installed.

Using the attached message area

Once your document has been created, select the 'send' option in the normal way. The following panel will be displayed. In this example, the fax number has been specified in full by typing it into the first line of the 'Attached Message' field.

```
DMDBSD01                          SEND DOCUMENT

Document name....: OV/FAX V2.4.2 SETUP
Subject..........: Configuration Details

Change the information below, then press ENTER

 Attached
 Message....: 0123 456 7890  FAO: Simon Smith
      ....:
      ....: Here are the details of our configuration, as requested.
      ....:


 Send to...........: FAX        Address.....:
      ..........:                     .....:
      ..........:                     .....:
      ..........:                     .....:
      ..........:                     .....:
 Personal..........: 0          Receipt Ack.: 1       0 = No  1 = Yes
PF1=Help      2=            3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=          8=            9=Verify   10=            11=          12=Quit

===>
```
Figure 41. Sending a document, with the fax number in the message field

The 'attached message' contains the fax number, followed by the information which will appear on the cover sheet of the fax.

Now send the document to a user ID of 'FAX'.

Using the Subject field

In some installations, the system may be set up so that the subject field, rather than the attached message field, is used to specify the fax number. The following example shows how the subject field may be used to supply the fax number for a document.

```
DMDBSD01                         SEND DOCUMENT

Document name....: OV/FAX V2.4.2 SETUP
Subject..........: 0123 456 7890 Configuration Details

Change the information below, then press ENTER

 Attached
 Message....: FAO: Simon Smith
       ....:
       ....: Here are the details of our configuration, as requested.
       ....:


 Send to..........: FAX        Address.....:
       ..........:                   .....:
       ..........:                   .....:
       ..........:                   .....:
       ..........:                   .....:
 Personal..........: 0          Receipt Ack.: 1        0 = No  1 = Yes
PF1=Help       2=          3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=           8=          9=Verify  10=          11=            12=Quit

===>
```
Figure 42. Sending a document, with the fax number in the subject field

Please note that in this example, the subject field is set up when you create the document, and cannot be altered from the send panel.

Using special commands at the head of the document

The final method which may be used to address documents is to place some specific commands at the top of the document. The following example shows how this may be achieved:

```
DMDBED00                        EDIT DOCUMENT                Page     1 of    1
MEMO 18/08/06 10:59:21                                       Line     7 to   23
<...:....1....:....2....:....3....V....4....:....5....:....6....:....>....:....
    From: Richard Owen
    To:   0123 456 7890  Simon Smith
    Copy: 0121 356 9940  Product Support

Simon,

Here are details you requested....







PF1=Help       2=Recipients 3=File      4=Mark Text  5=Cmd Line   6=
PF7=Backward   8=Forward   9=Expand   10=Add Line  11=Splt/Join 12=Quit

===>
```
Figure 43. Using commands to address the document

A document is shown above which begins with a number of lines which provide information about the sender and the recipient of the fax. The name given in the 'From:' line will be placed on the cover sheet of the fax. The 'To:' and 'Copy:' lines will be scanned for up to three items of information:

1. The name of a specific server on which to send the fax. This field is optional, but if specified should be followed by the fax number. The maximum length of the server name is eight characters.

2. The fax number itself. This field is also optional. If it is absent, an attempt will be made to find the fax number in either the attached message or subject field (depending on which was chosen at installation). If it is present, then it should obey the rules for fax numbers given in a later appendix. The maximum length for the fax number is thirty characters.

3. The name of the intended recipient. This field is optional, and has a maximum length of 64 characters. If this field is present, it will be displayed on the cover sheet of the fax.

Please note the following points:

- The 'From:', 'To:' and 'Copy:' commands will be configured for your particular installation. The last 'From:' line found during scanning will be used for the sender's details. There may be up to ten different command strings used for 'To:' commands, for example, 'To:', 'Fax:', 'Recipient:'. There is only one 'Copy:' command string.

- Only a specific number of lines will be scanned from the beginning of the document. This number depends on how OV/Fax is installed.

- You may specify multiple 'To:' and 'Copy:' lines, but only a certain number of each will be recognised. Again, this depends on your installation.

- The commands may be entered in any sequence, but only one command is allowed on each line.

Once the document has been created, send it as shown below.

```
DMDBSD01                        SEND DOCUMENT

Document name....: MEMO 18/08/06 10:59:21
Subject..........:

Change the information below, then press ENTER

 Attached
 Message....: Please let me know if these details are ok.
       ....:
       ....: Richard.
       ....:


 Send to..........: FAX        Address.....:
       ...........:                  .....:
       ...........:                  .....:
       ...........:                  .....:
       ...........:                  .....:
 Personal..........: 0            Receipt Ack.: 1      0 = No  1 = Yes
PF1=Help      2=            3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=          8=           9=Verify   10=          11=          12=Quit

===>
```

Figure 44. Sending a document, with addressing within the document

A.3 Messages

You may also use full addressing when sending out a Personal Services message. In this case, the number to which you are sending has to be specified at the start of the message area, as shown in the following 'Create Message' panel.

```
DMDBCM00                         CREATE MESSAGE

 Message....: 0123-456 7890 F.A.O.  Simon Smith
     .......: You should receive this as a single page fax.
     .......: Regards, Richard.
     .......:
For sending the message to others:
 Send to..........: FAX        Address.....:
      ..........:                   .....:
      ..........:                   .....:
      ..........:                   .....:
      ..........:                   .....:

For filing the message:
 Tag..............:
 Date due.........:

Type an option number or fast path command, then press ENTER
  3 Send       9 File      12 Send and file

PF1=Help       2=           3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=           8=           9=Verify    10=Options   11=           12=Quit

===> 12
```

Figure 45. Sending a message, with addressing within the message

A.4 PC Files

There are two ways of specifying the fax number when sending a PC file without using an address book:

1. By using the attached message area

2. By using the Subject field.

Note that, in your installation, only one of the first two choices is available, dependant on how OV/Fax has been installed.

Using the attached message area

Once you have received the PC file, select the 'send' option in the normal way. The following panel will be displayed. In this example, the fax number has been specified in full by typing it into the first line of the 'Attached Message' field.

```
DMDBSD01                      SEND DOCUMENT

Document name....: FAXV240.DOC
Subject..........: Configuration Details

Change the information below, then press ENTER

 Attached
 Message....: 0123 456 7890  FAO: Simon Smith
       ....:
       ....: Here are the details of our configuration, as requested.
       ....:


 Send to...........: FAX        Address.....:
       ...........:                   .....:
       ...........:                   .....:
       ...........:                   .....:
       ...........:                   .....:
 Personal..........: 0          Receipt Ack.: 1        0 = No  1 = Yes
PF1=Help      2=            3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=          8=            9=Verify   10=            11=           12=Quit

===>
```
Figure 46. Sending a PC file, with the fax number in the message field

The 'attached message' contains the fax number, followed by the information which will appear on the cover sheet of the fax.

Now send the PC file to a user ID of 'FAX'.

Using the Subject field

In some installations, the system may be set up so that the subject field, rather than the attached message field, is used to specify the fax number. The following example shows how the subject field may be used to supply the fax number for a PC file.

```
DMDBSD01                      SEND DOCUMENT

Document name....: FAXV240.DOC
Subject..........: 0123 456 7890 Configuration Details

Change the information below, then press ENTER

 Attached
 Message....: FAO: Simon Smith
       ....:
       ....: Here are the details of our configuration, as requested.
       ....:


 Send to...........: FAX        Address.....:
       ...........:                   .....:
       ...........:                   .....:
       ...........:                   .....:
       ...........:                   .....:
 Personal..........: 0          Receipt Ack.: 1        0 = No  1 = Yes
PF1=Help      2=            3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=          8=            9=Verify   10=            11=           12=Quit

===>
```
Figure 47. Sending a PC file, with the fax number in the subject field

Please note that in this example, the subject field is set up when you create the original document, and cannot be altered from the send panel.

If you are sending a PC file directly from a PC using electronic mail, the subject field may be changed as the file is sent from one mail system to another. In particular, if the PC file is attached to a note in your PC-based mail system, the subject may be prefixed with a number to indicate that the file is an attachment. If this is the case, you should set up the subject on the note to include a 'To:' command before the fax number. The 'To:' commands you are allowed to use are the same as those used in documents.

For example, to send a document from your PC mail system, you could attach it to a note and send the note to fax with the following subject:

```
To: 0123 456 7890 ABC Ltd. Computer Department
```

OV/Fax will recognise the 'To:' command, even if the subject is prefixed with another number by the mail system.

Appendix B. Rules to Follow when Coding a Fax Number

A fax number is essentially the same as a telephone number. However, there are some rules for entering numbers in OV/Fax, and a few special characters which may be used.

OV/Fax contains routines to allow faxes to be sent from the most appropriately located fax server. You should follow the rules in this section, so that this 'Number Routing' may work as efficiently as possible.

A fax number may contain only the following characters:

Numbers	**0 1 2 3 4 5 6 7 8 9**	
Space		For readability
Full Stop	**.**	Follows a country code
Hyphen	**-**	Follows an area code
Slash	**/**	Follows an area code
Brackets	**( )**	Surrounds an area code
Comma	**,**	1.5 second delay
Semi-Colon	**;**	Wait up to 15 seconds for secondary dial tone
Quote	**'**	Surrounds a literal number
Hash	**#**	WATS marker
Percent	**%**	Standard resolution fax
Greater Than	**>**	Baud rate prefix

The sections below describe the format of National Numbers, International Numbers, and Wide Area Telephone Numbers, together with the rules for the other formatting characters. These formatting rules may appear, on first reading, to be complicated. It is for this reason that you are advised to make use of the fax address books, to avoid having to remember the formatting rules whenever you send a fax.

B.1 National Numbers

A national number is a number within the same country as the system on which the fax software is to be found.

This means that if you work in France, for instance, but are signed onto a CICS system on a mainframe in Switzerland, you will need to treat Swiss numbers as national numbers, and French numbers as international ones.

The fax number is made up of two parts; the area (or STD) code, and the local fax number itself. These parts are separated by a hyphen or a slash. Alternatively, the area code may be surrounded by brackets.

The following are typical national numbers:

```
0121-356 9940
0121/356 9940
(0121)356 9940
```

A national number may not contain full stops, quotes or hashes.

The rules for coding a national number are:

- A hyphen or slash is used to separate the area code from the rest of the number. Alternatively, place brackets around the area code.

- Always specify the area code, unless you are sending within your own area code.

- Single spaces may be placed anywhere, to make the number easier to read. They are ignored during transmission.

B.2 International Numbers

An international fax number can be made up of four parts, the international dialling prefix, the country code, the area code and the local fax number itself. Ordinarily, an international fax number would be specified rather like the following:

```
011 44 121 356 9940
```

The above example shows a number in the UK being dialled from the USA. It shows the international dialling prefix (which in the USA is 011), followed by the dialling code for the UK (44), the area code (121) and the remainder of the fax number.

When coding up the same number for use with OV/Fax, you should specify it as follows:

```
44.121–356 9940
```

You do not need to give the international dialling prefix (011). This will automatically be added by the server, provided you have followed the country code (44) with a full stop. You could, if you wished, put in the whole fax number as given in the first example, but this would have the effect of annulling any number Routing in the system. (This is a system that ensures that your fax is sent on the most appropriate server). Furthermore, if your fax system uses servers in several different countries, you may find that your number is dialled incorrectly.

An international number may not contain quotes or hashes.

The rules for entering an international number are:

- Use a full stop to separate the country code prefix from the rest of the number. This must be specified in order to tell the system that the number is international, and to ensure that the correct international dialling prefix (00, 011, or equivalent) is added on at transmission time.

- Always use a hyphen to separate the area code from the rest of the number.

- Always specify the area code. In many countries where area codes begin with a zero, this is omitted when dialled from another country (in the example above, the area code in the UK is 0121, but the 0 is not included when dialled from outside the UK).

- Single spaces may be placed anywhere, to make the number easier to read. They are ignored during transmission.

B.3 Wide Area Telephone Numbers (PABX)

OV/Fax is able to use Wide Area Telephone Systems or Private Branch Exchanges in order to make the most effective use of company telephone lines. A WATS or PABX allows you to send faxes using a dedicated telephone line for your company.

For example, a company may have two offices, one in London and one in Manchester, with a leased line connecting the two. In order to make used of the leased line, it is necessary to dial a special code - let us say 66. A user in Manchester has to dial 66 to connect to the London Office. The fax servers used in OV/Fax could be set up as part of this system. This would enable users in Manchester to send faxes to London as if they were London local calls.

If you wish to make use of such a facility, you can do so by using the hash character '#'.

If a user in the Manchester office wishes to dial a number in London after routing his call to the London office using the special code 66, he must specify the number in the following way:

```
66#379 1553
```

or

```
66#0171-379 1553
```

This dialling string would route the call down the leased line, and then dial the external number. The # sign in the number will be translated into a pause of up to 15 seconds when dialling, in order to allow the connection to take place.

The number is dialled by the fax server exactly as entered after replacing the '#' by ';' (the delay character). You may need to ensure that your fax is sent to a specific server in order to be successful with this number. This depends on whether all the fax servers are on the same PABX, and on how your administrator has set up the system. See the later section on specific servers.

A WATS number may not contain full stops or quotes.

B.4 Literal Numbers

In many companies, it is necessary for the fax machines to dial an extra digit in order to obtain an outside line. This digit is often a 9 or a zero. It will never be necessary for you to enter this digit yourself; it will always be done automatically for you.

However, there will be occasions when you may not want this to happen. For instance, you may want to send to an internal fax machine, simply by dialling its extension number. You can do this by enclosing the number in single quotes. This will instruct OV/Fax to dial the number exactly as you have specified, without adding the extra digit for an outside line as it would normally do. If you were to specify the following number:

```
'345'
```

OV/Fax would dial exactly the characters you specify - in this case an internal number 345.

Any numbers specified in this way are not validated further by the system. It is up to you to make sure that you have entered the number correctly, and followed all the rules for the correct specification of numbers outlined previously.

Your fax will be rejected if you use only one quote in your number.

B.5 Transmitting Via A Specific Server

The faxes you send out via OV/Fax are transmitted by one or more Personal Computers known as 'fax servers'. The images and signatures which may be added to faxes at transmission time are all stored on these servers.

Occasionally, you may wish to send a fax using a specific server for transmission. A common reason would be that you wish to include a map or other image in your fax, and

know that it is stored only on one of the fax servers. Each server has a name assigned by the system administrator. In order to request a specific server, you merely have to place its name before the fax number, as in the examples below.

Let use imagine that one of the servers in the system has been called **LONDON**. If you wish to ensure that your fax is transmitted by this server, and no other, then you may specify the name followed by the number. Thus the following are all valid formats:

```
LONDON 0171-379 1553
LONDON '379 1553'
LONDON 66#379 1553
```

This number format may be used within the address books, in the attached message or subject field when sending a document, or on the 'To:' line of a note.

If you request a specific server which is temporarily unavailable, then your fax will stay queued to that server until it becomes available again.

If you send a request to a specific server which does not exist, your fax will be rejected, and you will receive a warning message from OV/Fax.

B.6 Additional Format Facilities

Delays

Commas and Semi-Colons may be used to introduce a delay into the actual dialling of the number. The delay for a comma is 1.5 seconds and the delay for a semi-colon is up to 15 seconds. These delay characters should only be included for older types of exchange when a delay is required to give the exchange time to react to part of the number, such as the area code, or for international numbers. For example:

```
44.;121-356 9940
```

will introduce a delay after dialling the country code.

Standard Resolution Faxes

OV/Fax normally generates faxes in what is termed 'fine resolution' mode, which gives high quality faxes. You may find however that a few fax machines are not capable of handling these faxes. In this case, you should include a percent sign in the number, which will cause the fax to be sent in a slightly lower quality 'standard resolution':

```
0121-356 9940%
```

The percent may be included anywhere within the number. Standard resolution faxes take less time to transmit, but at the expense of quality.

Specifying a Baud Rate

The baud rate is the speed at which faxes are transmitted. The following baud rates may be encountered: 2400, 4800, 7200, 9600, 12000 and 14400. 9600 is the most common, and it typically takes about one minute to transmit each page of the fax at this speed. The higher speeds are available on newer fax machines, but may not be supported by the fax servers themselves. Some fax machines will only work reliably with slower speeds, particularly if the telephone connections are of a poor quality.

The fax servers are configured with a baud rate to use. You may override this for specific faxes, by including one of the following commands at the end of a fax number:

>1   Transmit at 2400 baud

>2   Transmit at 4800 baud

>3   Transmit at 7200 baud

>4   Transmit at 9600 baud

>5   Transmit at 12000 baud

>6   Transmit at 14400 baud

In effect, the number after the greater than sign is the multiplier of 2400 to use to give the required baud rate. Any other value will be ignored. If, for example, you specify the following:

```
0121-356 9940>2
```

then the fax will be transmitted with a baud rate of 4800.

Appendix C. Resending an Existing Fax

A facility exists which allows you to add more recipients to faxes which you have already sent. This can be done from the on-line suite, without needing to return to the Office System or application that created the faxes. Examples of the use of this facility are:

- You have sent a fax, and later on realised that an additional copy of it should have been sent to another fax address. However, you did not save the document, and would have to try to re-create it before sending it out again.

- Your fax failed because it was sent to an invalid fax number. You want to correct the number, and re-send the fax.

- The fax needs to be sent to the same fax address, but using a lower baud rate or in standard resolution.

Let us take the example of a fax which has failed because it was sent to an invalid fax number. It occurs as the first item on the outbound log panel shown below.

```
 FAX0FAX7                        STATUS OF FAX REQUESTS

 Select the item(s) to work with; then press ENTER.

 CMD DATE      TIME     ADDRESS 1             IDENTIFIER         STATUS
 x   16/08/06 10:59     ABC-FAX              NOTE 15/08/06 11:53 ERROR
     12/08/06 15:22     KEANE-FAX             MEMO 12/08/06 15:22 COMPLETE













 PF1=Help      2=          3=            4=Main Menu  5=Cmd Line   6=
 PF7=Backward  8=Forward   9=            10=          11=          12=Quit

 ===>
```
Figure 48. The Main Fax Status Panel

Select the required fax by typing '1' alongside it. You will then see the following panel.

```
 FAX0FAX9                   FAX RECIPIENT STATUS                  Item   1 of    1

  Number arrived....:    0

 CMD USER ID  ADDRESS  SERVER   STATUS         FAX NUMBER
 x   ABC      FAX      WITTON   ERROR          0123-456












    PF1=Help       2=           3=            4=Main Menu  5=Cmd Line   6=
    PF7=Backward   8=Forward    9=           10=          11=          12=Quit

  ===>
```

Figure 49. The Fax Recipients Status Panel, with Failed Recipient

Select the required address by typing 'X' alongside it. The following panel will be displayed.

```
 FAX0FAXG                   STATUS OF FAX ADDRESS
                                            STATUS: COMPLETE
 Originator name....: Richard Owen
 Originator ID......: RAO                    Originator node....: KSOLN
 Server.............: WITTON                 Cover sheet........: LION
 Recipient ID.......: ABC                    Recipient node.....: FAX
 CSID quoted..: +44.121-356 9940             Document type......: EDITABLE
 Recip. name..: Computer Department
 No. dialled..: 90123456
 Fax number...: 0123-456                     Fax reference......: 0012974
 Sent time....:           Pages..:  002     Schedule count.....: 10
 Received CSID:                              Duration...........:

 Error reason.: 525: Invalid fax number      OV-Fax-error.......: 525

 GammaFax return code.....: 3912

 Select an option and type it below; then press ENTER.
 11 Generate new recipient   19 Cancel recipient

 PF1=Help       2=           3=            4=Main Menu  5=Cmd Line   6=
 PF7=           8=           9=           10=          11=          12=Quit

  ===>
```

Figure 50. The Fax Recipient Details Panel, with Original Incorrect Number

This panel shows that option 11 allows you to generate a new fax recipient from the one
shown on this panel. Type '11' on the command line and press Enter (Please note that there
will be some installations where option 11, and therefore the 'Generate new recipient'
function, will not be available, because the text of the original fax will have been deleted
when the error was reported). The panel shown re-appears, with the 'Recip. name' and 'Fax
number' unprotected, and prompts you to overtype them with the appropriate details. In this
case, we wish only to correct the fax number, and we would therefore overtype it as shown
below.

```
 FAX0FAXG                       STATUS OF FAX ADDRESS
                                               STATUS: COMPLETE
 Originator name....: Richard Owen
 Originator ID......: RAO                  Originator node....: KSOLN
 Server.............: WITTON               Cover sheet........: LION
 Recipient ID.......: ABC                  Recipient node.....: FAX
 CSID quoted..: +44.121-356 9940           Document type......: EDITABLE
 Recip. name..: Computer Department
 No. dialled..: 90123456
 Fax number...: 0123-456 7890              Fax reference......: 0012974
 Sent time....:              Pages..: 002  Schedule count.....: 10
 Received CSID:                            Duration...........:

 Error reason.: 525: Invalid fax number    OV-Fax-error.......: 525

 GammaFax return code.....: 3912

 Select an option and type it below; then press ENTER.
 11 Generate new recipient   19 Cancel recipient

 PF1=Help      2=          3=            4=Main Menu  5=Cmd Line   6=
 PF7=          8=          9=          10=          11=           12=Quit
 FAXG040I Please overtype the name and number fields, then press Enter
 ===> RES
```
Figure 51. The Fax Recipient Details Panel, with Corrected Number

Press Enter once again when you have entered the details you require. If you have left the
number blank, or entered a number which does not obey the correct formatting rules, you will
be asked to try again. If the number is valid, then a message will appear to tell you that you
have successfully generated a new recipient. Confirm this by pressing PF12 - the panel
shown below is displayed:

```
 FAX0FAX9              FAX RECIPIENT STATUS              Item   1 of    2

  Number arrived....:    0

 CMD USER ID   ADDRESS   SERVER    STATUS         FAX NUMBER
     ABC       FAX       WITTON    ERROR          0123-456
     FAX       KSOLN     WITTON    PENDING        0123-456 7890












 PF1=Help      2=          3=            4=Main Menu  5=Cmd Line   6=
 PF7=Backward  8=Forward   9=          10=          11=           12=Quit

 ===>
```
Figure 52. The Fax Recipients Status Panel, with Added Recipient

From this point onward, the fax will be treated just like any other fax, and you will receive a
confirmation of delivery when it has been sent.

Appendix D. Sending Deferred Faxes

When you send a fax to OV/Fax, it is normally sent to the fax system as soon as possible. However, there may be occasions when you do not want this to happen. For instance, you may wish the system to defer transmission until cheap phone rates apply, or may want to time your fax to coincide with a press release. With OV/Fax, this facility is available, and is no more difficult than sending a fax for immediate transmission.

In all the examples seen so far, we have sent faxes to a user ID of 'FAX', or to a fax nickname at an address of 'FAX'. All that is necessary to defer a fax is to use a different user ID or address in place of 'FAX'. The 'Edit Note' panel below shows a fax being sent in this way:

```
DMDBNT00                          EDIT NOTE                   Page    1 of     1
NOTE 15/08/06 11:53:41 RAO                                    Line    7 to    23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
          Date: 15/08/06
          From: Richard Owen                                 RAO     - KSOLN
            To: Simon Smith                                  ABC     - FAXD1
       Subject: Deferred faxes
--------------------------------------------------------------------------------
Simon,

This fax uses the deferred fax facility of OV/Fax.  You should not receive it
until after 6 o'clock tonight.

Richard.




PF1=Help      2=Recipients 3=File       4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward  8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
```

Figure 53. Sending a Deferred Fax

This fax has been sent to an address of '**FAXD1**' instead of '**FAX**'. There a number of such 'deferred' users, called 'FAXD1', 'FAXD2', ..., and they all have different possible effects. Let us take the example of FAXD1, and assume that it has a 'start time' of 1800 hours and an 'end time' of 2200 hours.

The fax shown above has been sent at 11:53, although OV/Fax will not try to transmit it until 18:00 at the earliest, since this is the 'start time' associated with FAXD1.

If the fax had been sent late at night, at 23:00, then OV/Fax would not attempt to transmit it until 18:00 the following day.

If the fax had been sent at 19:00 (that is between the 'start time' and 'end time' for 'FAXD1'), then OV/Fax would have tried to transmit it at the earliest opportunity.

Please note that the names 'FAXD1', and so forth can be changed to suit your installation, as can the 'start' and 'end' times for each of them. Before you use the deferred facility, you are advised to check the correct names and times with an administrator.

Appendix E. Including Images, Overlays and Cover Sheets

You may enhance the appearance of your faxes by including images within the fax. However, please note that the facilities described in this appendix are only available if you are sending notes, editable or RFT documents. They cannot be used within documents sent as PC files.

E.1 Including Images

You may want your fax to include images. These images are stored on the server which sends the fax, and all you have to do to include an image is to specify its name between @/ signs. An image may be a company logo, a map giving directions, your signature, or any other useful image. The 'Edit Note' panel below is an example of how an image can be included as part of a fax, to be added at transmission time.

```
DMDBNT00                        EDIT NOTE                    Page   1 of   1
NOTE 15/08/06 11:53:41 RAO                                  Line   7 to   23
<...:....1....:....2....:....3....:....V....:....5....:....6....:....7....:...>
          Date: 15/08/06
          From: Richard Owen                                RAO      - KSOLN
            To: Simon Smith                                 ABC      - FAX
       Subject: Sending images
--------------------------------------------------------------------------
Simon,

Please find enclosed a copy of the sample image supplied with OV/Fax.

@/OVFAX240@/

Regards,

Richard.



PF1=Help       2=Recipients 3=File        4=Mark Text  5=Cmd Line   6=Send+Quit
PF7=Backward   8=Forward    9=Send+File 10=Add Line  11=Splt/Join 12=Quit
DMDE062I Top of note
===>
```
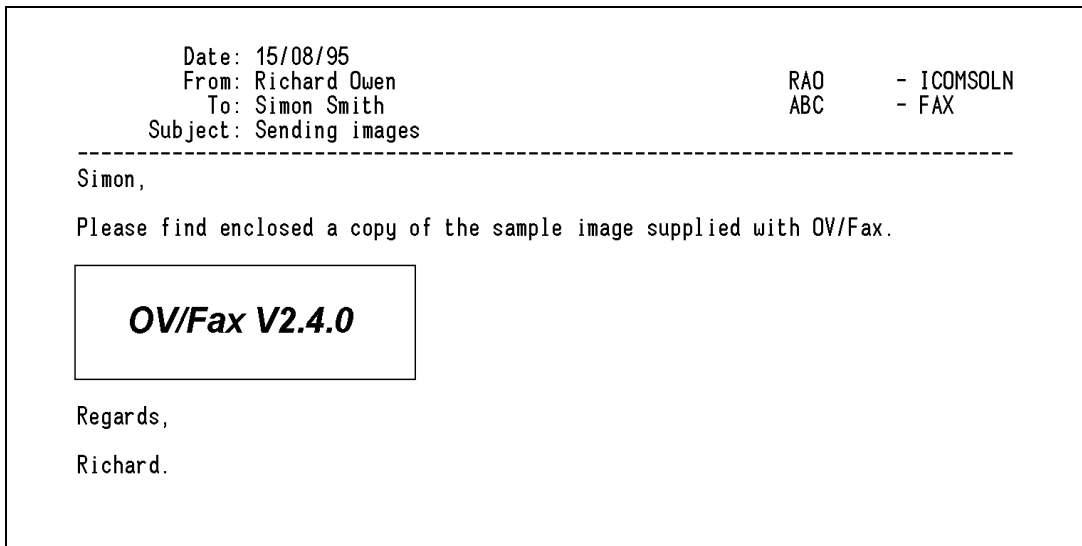**Figure 54. Including an Image in Your Fax**

When the fax is sent, the image will be included, provided it can be found on the fax server. The above example would result in the portion of the fax shown below.

```
          Date: 15/08/95
          From: Richard Owen                              RAO    - ICOMSOLN
            To: Simon Smith                               ABC    - FAX
       Subject: Sending images
       ----------------------------------------------------------------------
       Simon,

       Please find enclosed a copy of the sample image supplied with OV/Fax.

       +-----------------------------------+
       |                                   |
       |      OV/Fax V2.4.0                |
       |                                   |
       +-----------------------------------+

       Regards,

       Richard.
```

Figure 55. Fax with Image Included

OV/Fax will check the format of your image imbed statement. The following rules should always be observed:

- You may not specify a PC file extension (in other words, there should be no full stop between the two occurrences of `@/`).

- The name must be 8 characters or less, unless you are specifying a signature (see below for more details on this facility).

- There can be no spaces between the two occurrences of `@/`.

- All the characters must be alphabetic or numeric. Uppercase and lowercase characters may be used.

The following imbed statements are therefore all invalid:

`@/SALESFIGURES@/`	(name is too long)
`@/      @/`	(no image name given)
`@/IMAGE.RAS@/`	(file extension given)
`@/HELLO!@/`	(invalid character)
`@/ SITEPLAN @/`	(spaces in statement)

If you enter a statement like one of these, your fax will be rejected, and you will receive a message telling you that your image request was out of format. You would also receive an error message if the image you requested could not be found:

```
DMDBNT20                          VIEW NOTE                    Page     1 of     1
NOTE 17/08/06 15:06:03 RAO                                     Line     1 to    17
<...:....1....:....2....:....3....:....V...:....5....:....6....:....7....:....>
Cancelled fax..: NOTE 17/08/06 15:06:03 RAO test using an invali
Sent on........: 17/08/06 at 15:06 to FAX-ABC
Reject reason..: Image NEWLOGO not on server WITTON.
Action to take.: Re-submit without the image request.




PF1=Help       2=          3=            4=Main Menu  5=Cmd Line   6=Fast Path
PF7=Backward   8=Forward   9=           10=          11=          12=Quit

===>
```
Figure 56. An OV/Fax Error Notice for a Missing Image

If you receive an error message such as the one above, and you think you should be able to use the image, please contact your administrator. They may have configured the server so that you only have access to a particular set of images.

Normally, the left edge of the image will be in the same position across the page as the start of the image statement (that is, the first @ character). This allows you to control the position of the image. For example, you may want a logo to start on the left edge of the page, but your signature to be in the centre of the page. If an image is too long to fit on a normal A4 page, it will not be truncated. The page will simply be lengthened to include the whole image.

Signatures

These are a particular type of image, and are included by using a special command, to ensure that you only have access to your own signature. The normal command to use is:
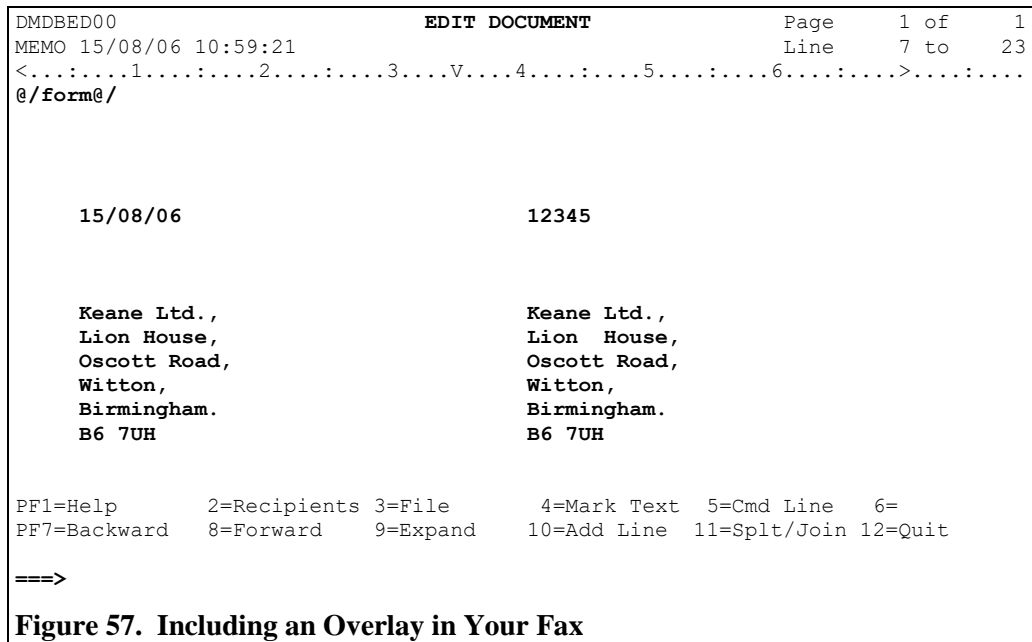
@/SIGNATURE@/

The name **SIGNATURE** is customisable, and so it may be different in your installation. Different languages may also use different names. The name itself can be up to 12 characters long.
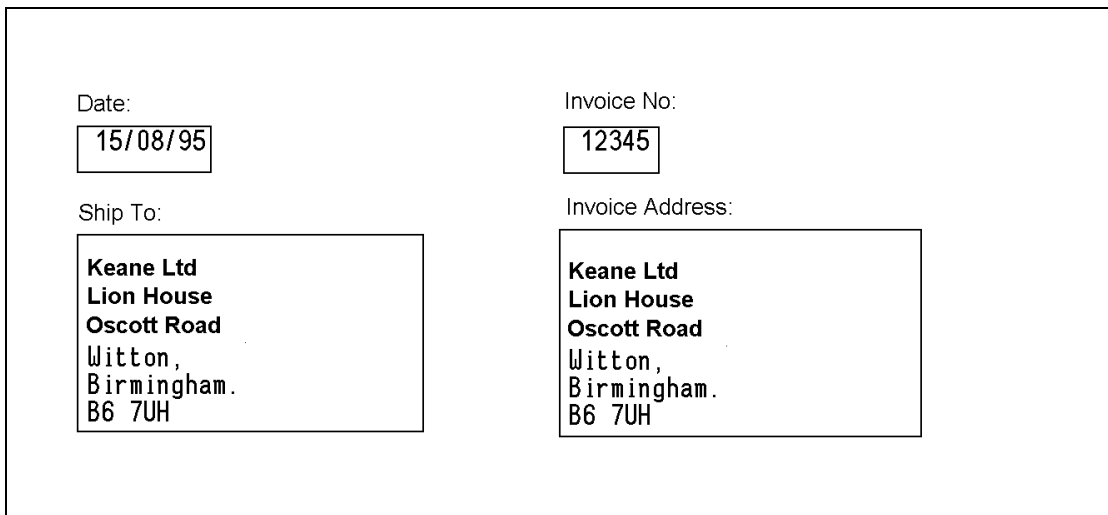
E.2 Including Overlays

Images and signatures are inserted between lines of text. You may instead want an image to overlay the text. For example, you may have a special page header which requires some details to be included within the header, or you may have an application generating invoices, in which case an overlay is the equivalent of pre-printed stationery.

The method that you would use is exactly the same as that used to send ordinary images. Your system administrator will have set up some ordinary images and some overlay images, but all with different names. All you need to do is request the correct name - you do not need to tell OV/Fax which sort of image it is.

Let us take a simple example, where the overlay is a form used to format information. A document is being used to type in the information which is to appear on the form.

```
DMDBED00                        EDIT DOCUMENT                  Page     1 of     1
MEMO 15/08/06 10:59:21                                        Line     7 to    23
<...:....1....:....2....:....3....V....4....:....5....:....6....:....>....:....
@/form@/



       15/08/06                          12345



       Keane Ltd.,                       Keane Ltd.,
       Lion House,                       Lion  House,
       Oscott Road,                      Oscott Road,
       Witton,                           Witton,
       Birmingham.                       Birmingham.
       B6 7UH                            B6 7UH


PF1=Help        2=Recipients 3=File      4=Mark Text  5=Cmd Line    6=
PF7=Backward    8=Forward    9=Expand   10=Add Line  11=Splt/Join 12=Quit

===>
```
Figure 57. Including an Overlay in Your Fax

This panel shows an imbed request (`@/FORM@/`) for an image set up on the system as an overlay. Although the format of the command has not changed, the result is very different this time, as the following portion of a fax shows:

Date:
15/08/95

Invoice No:
12345

Ship To:

Keane Ltd
Lion House
Oscott Road
Witton,
Birmingham.
B6 7UH

Invoice Address:

Keane Ltd
Lion House
Oscott Road
Witton,
Birmingham.
B6 7UH

Figure 58. Fax with Text Overlaid

OV/Fax is not responsible for the relation of text to overlay, and in an example such as the one above, it may take several attempts in order to place the text where you want it. This can easily be achieved by sending the fax to a local number, so that you can inspect it before you send it to its final destination.

Overlays may be merged with both text and images or signatures. You could, for example, have an overlay of an entire page of company headed notepaper. In your documents you would specify the name of this overlay at the top, and then enter the text of the document, together with any image statements at the appropriate places.

Landscape Overlays

Your system administrator may have set up some overlays to be landscape overlays. This means that when you specify the name of such an overlay, any text or images following the request will automatically be rotated clockwise into landscape mode. The 'top' of the page will then be the right-hand edge of the fax page. The rotated information will then be merged with the overlay when the fax is produced.

E.3 Changing Cover Sheets

You may wish to send a particular fax without a cover sheet, or with a different cover sheet to the one you normally use. To send a fax without a cover sheet, specify the following command somewhere within the text of the fax:

```
@/1@/
```

This indicates that the text is to start at page 1 of the fax. Since there will be no cover sheet, you should ensure that the first page clearly indicates who the recipient of the fax is. You may want to include a company image or overlay on the first page to indicate where the fax has come from.

To specify a different cover sheet, you use exactly the same command as you use for images and overlays. The name of the required cover sheet is placed between @/ signs, for example:

```
@/COVER@/
```

Cover sheets are held with the other images and overlays on the server, and so this name will be different to any other images you use. The only restriction is that cover sheet names are a maximum of 5 characters long. Note that your administrator may have set up the server so that you do not have access to other cover sheets.

Appendix F. Changing Character Sizes and Fonts

You may change the pitch and height of characters in your fax by including simple commands within the text. However, please note that the facilities described in this appendix are only available if you are sending notes, editable or RFT documents. They cannot be used within documents sent as PC files.

F.1 Changing Character Sizes

When faxes are sent by OV/Fax, they normally all look the same in terms of characters per line (horizontal spacing) and lines per inch (vertical spacing). The particular values used are defined on the server by an administrator. They will typically be set as 12 characters per inch and 6 lines per inch. You may however include commands within the text of the document to change these values if you wish.

To change the number of characters per inch, use one of the following commands:

`@/10@/`	10 characters per inch horizontally
`@/12@/`	12 characters per inch horizontally
`@/13@/`	12.5 characters per inch horizontally
`@/16@/`	16 characters per inch horizontally
`@/17@/`	16.7 characters per inch horizontally
`@/20@/`	20 characters per inch horizontally

To change the number of lines per inch, use one of the following commands:

`@/6@/`	6 lines per inch vertically
`@/8@/`	8 lines per inch vertically

The fax server uses different font files for the combinations to ensure that characters appear in an appropriate size on the fax. If you use a small number of characters per inch, then you should check that the lines are short enough to fit across the page. Characters that do not fit on the page will be truncated.

In the following example, we see a document being created which demonstrates the various combinations of characters per inch and lines per inch allowed.

```
DMDBED00                        EDIT DOCUMENT                  Page    1 of    1
MEMO 15/08/06 10:59:21                                        Line    7 to    23
<...:....1....:....2....:....3....V....4....:....5....:....6....:....>....:....
@/10@/L...:....1....:....2....:....3....:....4....:....5....:
The following lines will be sent at 6 lines per inch.
@/6@/@/10@/This line uses 10 characters per inch.
@/12@/This line uses 12 characters per inch.
@/13@/This line uses 12.5 characters per inch.
@/16@/This line uses 16 characters per inch.
@/17@/This line uses 16.7 characters per inch.
@/20@/This line uses 20 characters per inch.


@/12@/The following lines will be sent at 8 lines per inch.
@/8@/@/10@/This line uses 10 characters per inch.
@/12@/This line uses 12 characters per inch.
@/13@/This line uses 12.5 characters per inch.
@/16@/This line uses 16 characters per inch.
@/17@/This line uses 16.7 characters per inch.
@/20@/This line uses 20 characters per inch.


PF1=Help      2=Recipients 3=File       4=Mark Text  5=Cmd Line   6=
PF7=Backward   8=Forward    9=Expand    10=Add Line  11=Splt/Join 12=Quit


===>
```

Figure 59. Changing the Number of Characters and Lines Per Inch

This document would produce the following portion of a fax.

```
L...:....1....:....2....:....3....:....4....:....5....:
The following lines will be sent at 6 lines per inch.
This line uses 10 characters per inch.
This line uses 12 characters per inch.
This line uses 12.5 characters per inch.
This line uses 16 characters per inch.
This line uses 16.7 characters per inch.
This line uses 20 characters per inch.


The following lines will be sent at 8 lines per inch.
This line uses 10 characters per inch.
This line uses 12 characters per inch.
This line uses 12.5 characters per inch.
This line uses 16 characters per inch.
This line uses 16.7 characters per inch.
This line uses 20 characters per inch.
```

Figure 60. Fax with Different Characters and Lines Per Inch

F.2 Changing Fonts

OV/Fax is supplied with its own set of font files. Your administrator may have set up
additional sets of font files to use in faxes. These are specified in the same way as images
and overlays, for example:

> **@/COURIER@/**

Again, their names will be different to those used for images, overlays and cover sheets.

Appendix G. Additional Formatting Features

You may change the formatting of the text within the fax, and include special characters or bar codes wherever required. However, please note that the facilities described in this appendix are only available if you are sending notes, editable or RFT documents. They cannot be used within documents sent as PC files.
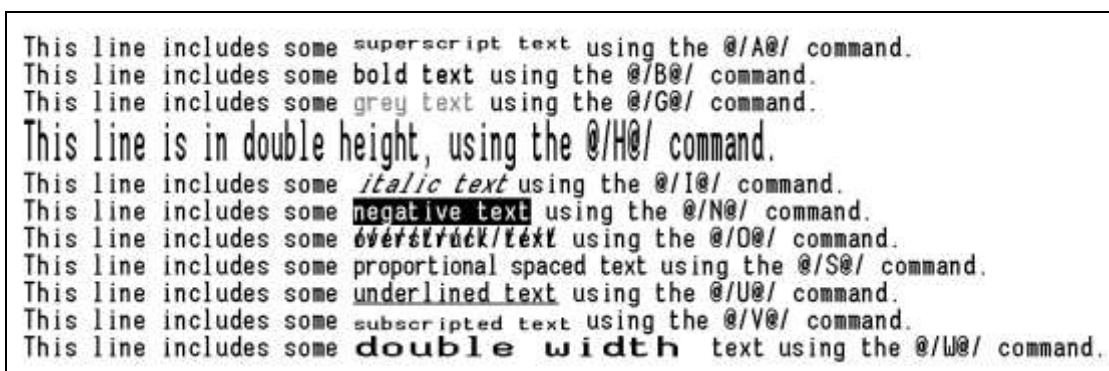
G.1 Line and Character Formatting

You may include commands within the text of the fax to change the style and justification of the characters, in addition to changing the character size.

Style

The following commands, placed before and after the relevant text, will change the style of the text between the commands.

`@/A@/`	Create superscript text.
`@/B@/`	Create bold text.
`@/G@/`	Create grey text.
`@/H@/`	Create double height text. The command to turn this off should be placed on the first following line to not be in double height. The command applies to entire lines, not just individual parts of a line.
`@/I@/`	Create italic text.
`@/N@/`	Create negative text.
`@/O@/`	Create overstruck text.
`@/S@/`	Create proportional spaced text.
`@/U@/`	Create underlined text.
`@/V@/`	Create subscript text.
`@/W@/`	Create double width text.

A fax using these commands could look like this:

```
This line includes some superscript text using the @/A@/ command.
This line includes some bold text using the @/B@/ command.
This line includes some grey text using the @/G@/ command.
This line is in double height, using the @/H@/ command.
This line includes some italic text using the @/I@/ command.
This line includes some negative text using the @/N@/ command.
This line includes some overstruck/text using the @/O@/ command.
This line includes some proportional spaced text using the @/S@/ command.
This line includes some underlined text using the @/U@/ command.
This line includes some subscripted text using the @/V@/ command.
This line includes some double width text using the @/W@/ command.
```

Figure 61. Different Text Styles

Multiple commands may be active at the same time. For example, you could create headings using both double height and double width characters. Subscript and superscript cannot both be active at the same time however.

Justification

Faxes are normally produced with left-justification. The following commands will change the justification.

`@/C@/`   Create centred text.

`@/J@/`   Create right justified text.

As with double height mode, these commands apply to entire lines, and are turned off by putting the relevant command on the first following line not requiring that justification. A fax using these commands could look like this:
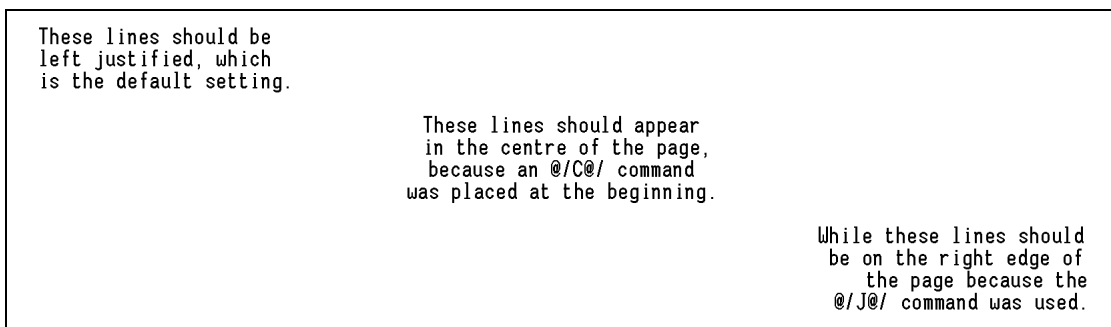
```
These lines should be
left justified, which
is the default setting.

                   These lines should appear
                   in the centre of the page,
                   because an @/C@/ command
                   was placed at the beginning.

                                   While these lines should
                                   be on the right edge of
                                     the page because the
                                   @/J@/ command was used.
```

Figure 62. Different Line Justifications

Other Features

The following commands may also be used within the fax.

`@/E@/`   Text is to continue after the end of the current overlay.

`@/R@/`   Reset all active A, B, C, D, G, H, I, J, N, O, S, U, V and W commands.

`@/X@/`   Exit the current overlay.

G.2 Line Drawing and Additional Characters

You may include commands within the fax to simplify the drawing of boxes, include characters not normally available from a keyboard, and use tabs to guarantee horizontal alignment.
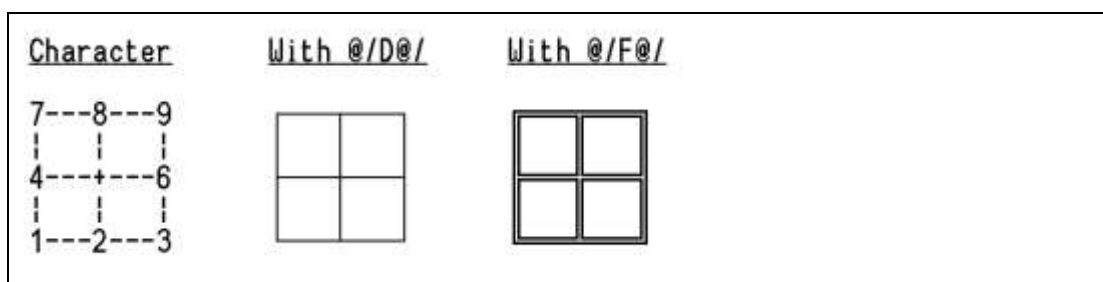
Drawing

The following commands may be used to simplify the drawing of boxes within a fax. Once active, a special set of standard symbols and characters will be interpreted as the various parts of a box.

`@/D@/`   Draw single line boxes.

`@/F@/`   Draw double line (frame) boxes.

The following symbols and characters will be recognised:

–	Horizontal line	4	Centre left
		Vertical line	+	Centre middle
			6	Centre right
1	Bottom left	7	Top left
2	Bottom middle	8	Top middle
3	Bottom right	9	Top right

The following fax shows these characters in use.

Figure 63. Examples of Line Drawing

Additional Characters

OV/Fax uses the standard multilingual character set. It also has a number of additional symbols defined, which you may include in a fax. As with any character, the various size and style commands described above also apply to these symbols. To include any character, including the special symbols, use the command:

> `@+xy`

where **xy** is the ASCII code for the character. The following table shows all the characters and their codes in the supplied OV/Fax font files. To include an `@` symbol without having it processed as a command, specify the symbol twice:

> `@@/B@@/`

will appear on the fax as `@/B@/` instead of being treated as a bold command.

xy	-0	-1	-2	-3	-4	-5	-6	-7	-8	-9	-A	-B	-C	-D	-E	-F
0-		☺	☻	♥	♦	♣	♠	•	◘	○	◙	♂	♀	♪	♫	☼
1-	►	◄	↕	‼	¶	§	▬	↨	↑	↓	→	←	∟	↔	▲	▼
2-		!	"	#	$	%	&	'	(	)	*	+	,	–	.	/
3-	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
4-	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
5-	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
6-	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
7-	p	q	r	s	t	u	v	w	x	y	z	{	|	}	~	⌂
8-	Ç	ü	é	â	ä	à	å	ç	ê	ë	è	ï	î	ì	Ä	Å
9-	É	æ	Æ	ô	ö	ò	û	ù	ÿ	Ö	Ü	ø	£	Ø	×	ƒ
A-	á	í	ó	ú	ñ	Ñ	ª	º	¿	®	¬	½	¼	¡	«	»
B-	░	▒	▓	│	┤	Á	Â	À	©	╣	║	╗	╝	¢	¥	┐
C-	└	┴	┬	├	─	┼	ã	Ã	╚	╔	╩	╦	╠	═	╬	¤
D-	ð	Ð	Ê	Ë	È	ı	Í	Î	Ï	┘	┌	█	▄	¦	Ì	▀
E-	Ó	ß	Ô	Ò	õ	Õ	µ	þ	Þ	Ú	Û	Ù	ý	Ý	¯	´
F-		±	‗	¾	¶	§	÷	¸	°	¨	·	¹	³	²	■	

Figure 64. OV/Fax Character Set

As an example, including the command `@+14` in the text would place a telephone symbol at that point in the fax.

Tabs

You may use tab commands to align columns of text within the fax. The text following a command will start at the previous or next ½-inch column across the page (measured from the left hand edge of the page). Care should be taken when using back tabs as they can result in text being overwritten. The tab commands are:

`@<`   Back tab - move the previous ½-inch column.

`@>`   Forward tab - move to the next ½-inch column.

Tab commands could be particularly useful if you are using proportional spaced text.

G.3 Bar Codes

You may want to include a bar code within your fax. Three types of bar code are supported:

- '3 of 9' bar-codes. These are alphanumeric bar codes. Up to 50 characters may be entered in each bar code. The following characters are allowed:
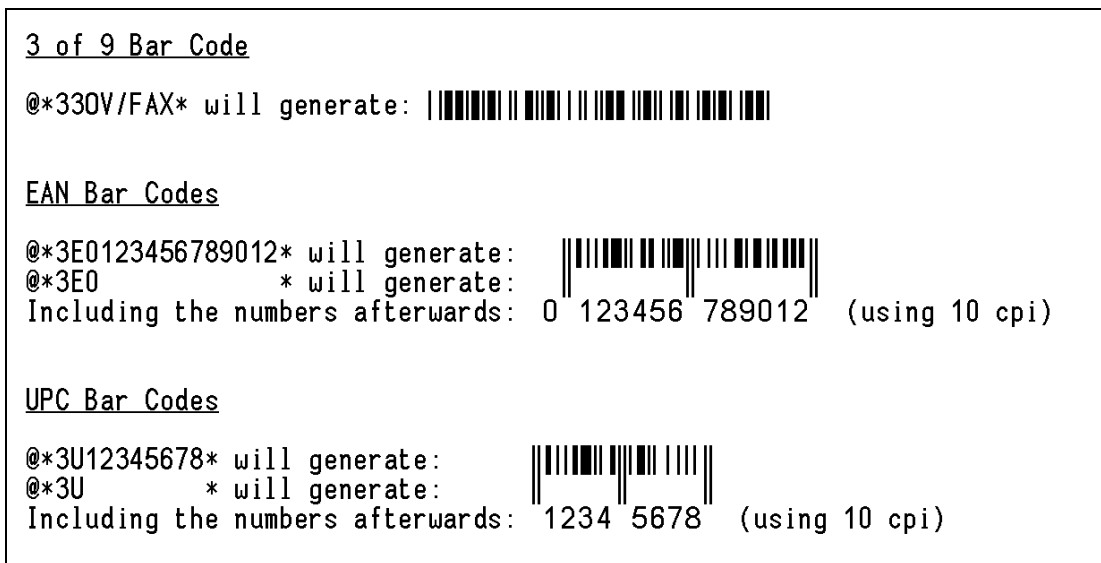
  `0123456789ABCDEFGHIJKLMNOPQRSTUVWXYZ-.$/+%` and **space**.

- European Article Number (EAN) bar-codes. These use 13 digits to generate a 6 plus 6 digit pattern.

- Universal Product Code (UPC) bar-codes. These use 8 digits to generate a 4 plus 4 digit pattern.

The command to insert a bar code begins with `@*`. The next character is a single digit to specify the width (in dots) of the thinnest line of a bar-code. The recommended value is **3**. The next character specifies the type of bar code to include: **3** to include a '3 of 9' bar code, **E** to include an EAN bar code and **U** to include a UPC bar code. The characters or digits are then entered, ending with an `*`. EAN and UPC bar codes may include spaces to include blank space in the bar code.

The generated bar code pattern is the same height as the ordinary characters in the fax. Therefore, if the bar code is to be ½-inch in height, you will need to put the bar code command on three consecutive lines in 6 lines per inch mode (or four consecutive lines in 8 lines per inch mode).

The following fax shows some sample bar codes:

```
3 of 9 Bar Code

@*33OV/FAX* will generate: ‖▮▮▮‖▮‖ ▮▮ ‖▮▮‖ ‖ ‖ ‖▮▮ ‖▮▮‖ ‖▮‖ ▮▮▮‖ ‖▮‖


EAN Bar Codes

@*3E0123456789012* will generate:     ‖‖‖▮▮‖ ▮▮ ‖▮‖▮‖‖‖ ▮▮ ▮‖▮‖‖‖‖‖
@*3E0             * will generate:   ‖                 ‖                 ‖
Including the numbers afterwards:  0  123456  789012   (using 10 cpi)


UPC Bar Codes

@*3U12345678* will generate:       ‖‖‖‖▮▮‖ ▮‖‖▮‖ ‖‖‖‖‖
@*3U        * will generate:       ‖          ‖          ‖
Including the numbers afterwards:  1234  5678   (using 10 cpi)
```

Figure 65. OV/Fax Bar Codes

G.4 Landscape Faxes

Landscape faxes are faxes where the text of the fax has been rotated clockwise through 90 degrees, so that it runs down the page rather than across it.

It is possible to send your fax, or part of your fax, in landscape rather than portrait format by embedding one or more simple commands in the note or document you are sending. Landscape format is not supported when you are sending a Personal Services message.

The following commands may be used:

`@/L@/`   Begin landscape mode.

`@/P@/`   Return to portrait mode.

Once in landscape mode, any text and images will be rotated. The commands to change the font size and style all work in landscape mode. You may not specify overlays however, since there are special landscape overlays that may be used.

The following panel shows an example of the landscape commands in use:

```
DMDBED00                      EDIT DOCUMENT                Page    1 of    1
MEMO 15/08/06 10:59:21                                     Line    7 to   23
<...:....1....:....2....:....3....V....4....:....5....:....6....:....>....:....

These first few lines will begin in portrait mode,
before switching to landscape mode.@/L@/
Landscape mode begins on the line
following the @@/L@@/ command.

@/OVFAX240@/

Having included an image, we will
now switch back to portrait mode.@/P@/
Portrait mode begins on the line following the @@/P@@/ command.




PF1=Help       2=Recipients 3=File       4=Mark Text  5=Cmd Line    6=
PF7=Backward   8=Forward    9=Expand    10=Add Line  11=Splt/Join 12=Quit

===>
```
Figure 66. Sending Faxes in Landscape Mode

The following portion of a fax will be produced:
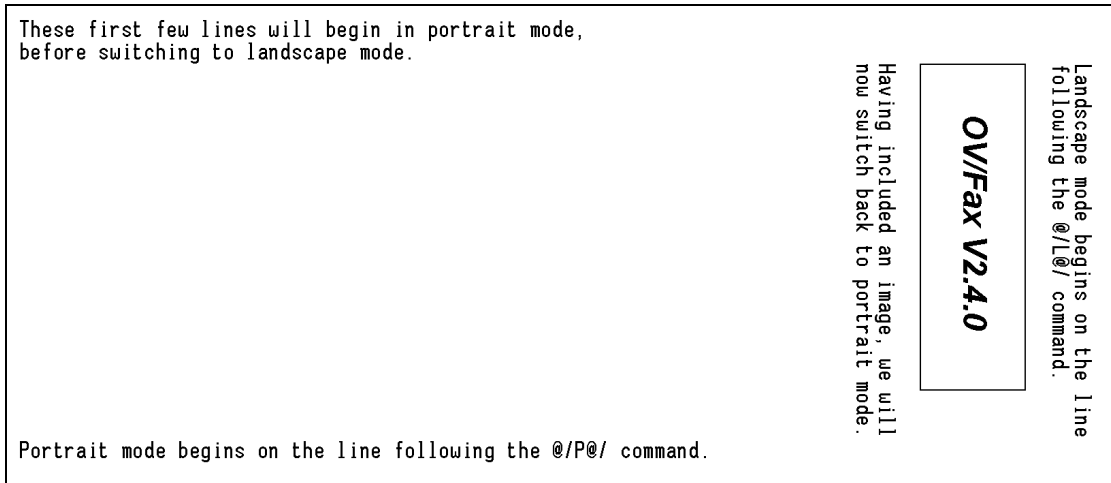
Figure 67. Example of a Landscape Fax

Landscape faxes may also be generated by the inclusion of landscape overlays. The commands to include a landscape overlay are exactly the same as for any other overlay, for example:

@/LANDFORM@/

You do not need to enter the `@/L@/` command. The type of the overlay will automatically cause the text to be written in landscape mode. Landscape mode normally continues until a portrait command is encountered. However, landscape overlays need to be specified on each page they are used, since they are treated as ordinary overlays when the fax is created.

Considerations when Sending Landscape Faxes

When re-formatting your fax to appear in landscape mode, the server has to carry out some intensive processing. You will find that your landscape faxes take longer to send than other faxes. For this reason, it is best to use this facility only when the intelligibility of your fax depends upon it.

The number of lines on a page, and the number of characters on a line will change in landscape mode. You should use the following values as a guide. The actual values will depend on the margins configured on the server, and are likely to be a few lines or characters less.

- In 6 lines per inch mode, you can a maximum of 52 lines per page. In 8 lines per inch mode, you can get a maximum of 69 lines per page. Remember that lines go across a page.

- In 10 characters per inch mode, you can get a maximum of 110 characters per line. In 12 characters per inch mode, you can get a maximum of 137 characters per line. In 16 characters per inch mode, you can get a maximum of 183 characters per line. In 20 characters per inch mode, you can get a maximum of 220 characters per line. Remember that characters go down a page.
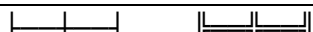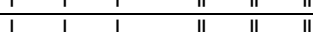
With landscape overlays, as with ordinary overlays, you may need to send the fax to a local fax machine first, in order to obtain the correct positioning of the text within the overlay.

Appendix H. Quick Reference to OV/Fax Facilities

H.1 Text Commands

The following commands may be entered in the text of the fax:

`@/A@/`	Superscript text	`@/1@/`	No cover sheet
`@/B@/`	Bold text	`@/6@/`	6 lines per inch mode
`@/C@/`	Centre lines	`@/8@/`	8 lines per inch mode
`@/D@/`	Draw (single line boxes)	`@/10@/`	10 characters per inch mode
`@/E@/`	go to End of overlay	`@/12@/`	12 characters per inch mode
`@/F@/`	Frame (double line boxes)	`@/13@/`	12.5 characters per inch mode
`@/G@/`	Grey text	`@/16@/`	16 characters per inch mode
`@/H@/`	double Height text	`@/17@/`	16.7 characters per inch mode
`@/I@/`	Italic text	`@/20@/`	20 characters per inch mode
`@/J@/`	right Justify lines		
`@/L@/`	Landscape mode	`@<`	Back tab
`@/N@/`	Negative text	`@>`	Forward tab
`@/O@/`	Overstrike text	`@@`	Include @ symbol
`@/P@/`	Portrait mode	`@+xy`	Include ASCII character hex 'xy'
`@/R@/`	Reset		
`@/S@/`	proportional Spaced text		*Draw mode Frame mode*
`@/U@/`	Underlined text	`7--8--9`	
`@/V@/`	Subscript text	`|   |   |`	
`@/W@/`	double Width text	`4--+--6`	
`@/X@/`	eXit overlay	`1--2--3`	

The following commands insert bar codes into the fax:

`@*33OV/FAX*`	'3 of 9' bar code
`@*3E0123456789012*`	EAN bar code
`@*3U12345678*`	UPC bar code

The following commands insert images and overlays into the fax:

`@/cover@/`	Cover sheet (maximum of 5 characters)
`@/imgname@/`	Image, overlay, landscape overlay, font (maximum of 8 characters)
`@/signature@/`	Signature image (maximum of 12 characters)

H.2 Fax Numbers

The following characters may be entered in fax numbers:

Numbers	**0 1 2 3 4 5 6 7 8 9**	
Space		For readability
Full Stop	**.**	Follows a country code
Hyphen	**-**	Follows an area code
Slash	**/**	Follows an area code
Brackets	**( )**	Surrounds an area code
Comma	**,**	1.5 second delay
Semi-Colon	**;**	Wait up to 15 seconds for secondary dial tone
Quote	**'**	Surrounds a literal number
Hash	**#**	WATS marker
Percent	**%**	Standard resolution fax
Greater Than	**>n**	Baud rate prefix (rate = n $\times$ 2400, n is 1 to 6)

The following formats should be used for fax numbers:

`area-number`	National number, such as: `0121-356 9940`
`area/number`	National number, such as: `0121/356 9940`
`(area)number`	National number, such as: `(0121)356 9940`
`ctry.area-number`	International number, such as: `44.121-356 9940`
`ext#number`	WATS or PABX number, such as: `66#379 1553`
`'literal'`	Literal number, such as: `'345'`
`server number`	Specific server, such as: `LONDON 379 1553`

Faxes may be sent in the following ways (**FAX** may also be a deferred fax recipient):

User ID @ **Address**	**Description**
nickname	Personal Services entry pointing to an EAB or OV/Fax address.
nickname @ **FAX**	EAB entry with the number in the Phone-FAX field.
nickname @ **FAX**	Nickname in Personal or Shared OV/Fax Address Book.
FAX with number in **attached message** field	Wild addressing for Messages and Documents.
FAX with number in **subject** field	Wild addressing for Notes and Documents.
FAX with number in Note header	Wild addressing for Notes, with the number in the To: or cc: fields.
FAX with the number in document text	Wild addressing for Documents, with the number in **To:**, **Copy:** or other specific fields.

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