

# **RightFax Quick User Guide**

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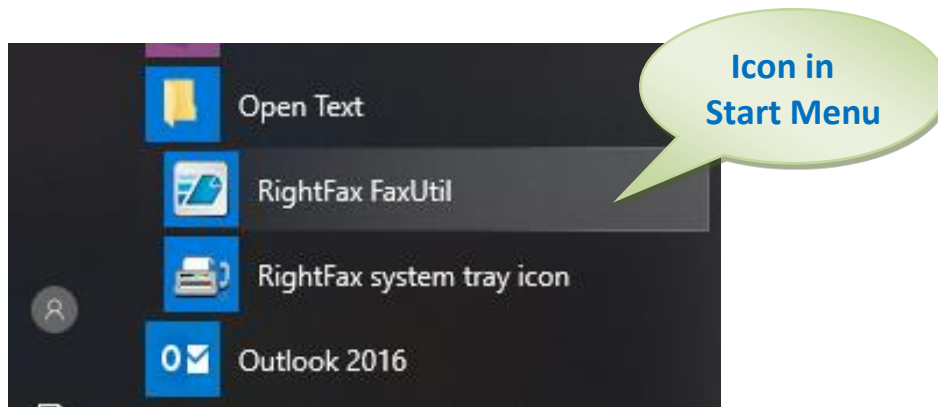
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## I. About RightFax FaxUtil

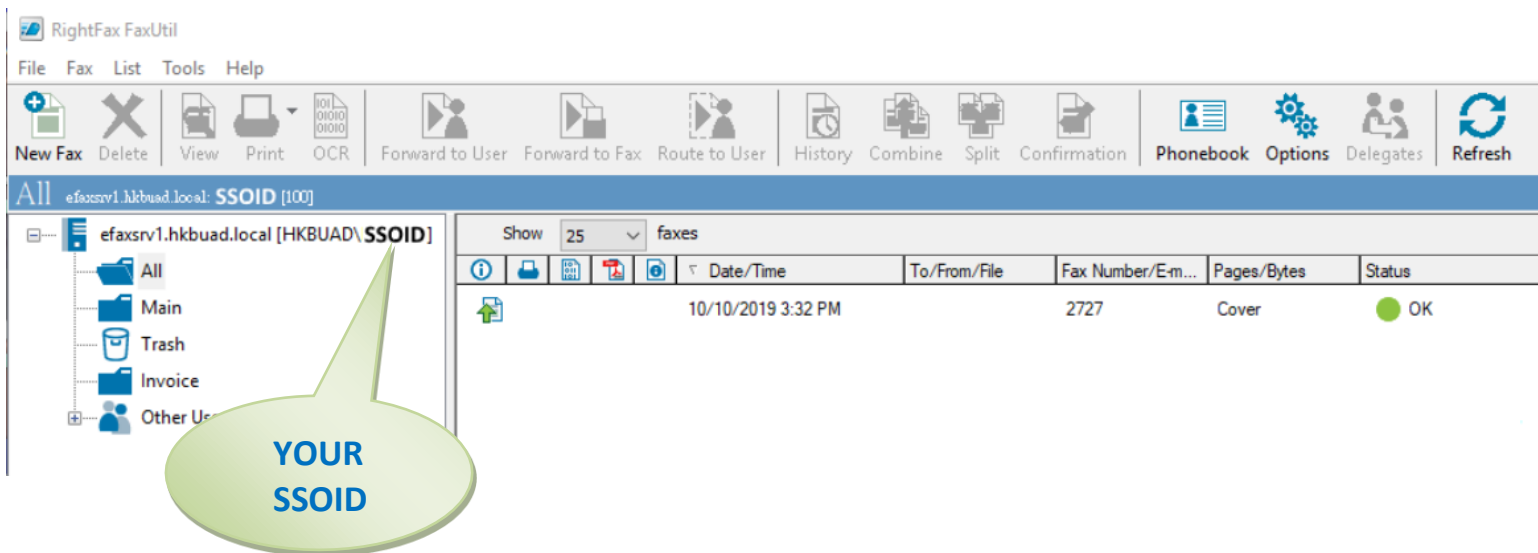
**RightFax FaxUtil** is the software for users to create, send, view, print, and manage faxes (incoming and outgoing) in their fax mailboxes.

\*\*\*For installation, please contact ITO Service Call Centre at 3411-7899 or [hotline@hkbu.edu.hk](mailto:hotline@hkbu.edu.hk). \*\*\*

Launch RightFax FaxUtil by clicking the icon in the Start Menu.

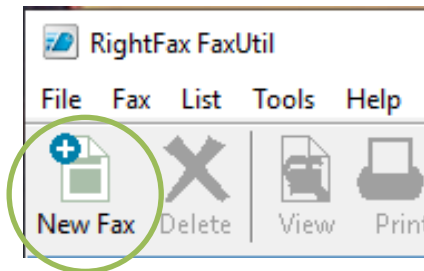


Below is the screen capture of RightFax FaxUtil, with the user ID (SSOID) indicated.



## II. Creating, sending and viewing Faxes

1. To create a new fax, click on the **“New Fax”** icon in the top left hand corner of RightFax FaxUtil.



2. You are presented with the **“Fax Information”** box where you may start the process of creating a fax.

A screenshot of the 'Fax Information' dialog box. The dialog has a title bar with 'Fax Information' and a close button. It contains several tabs: 'Main', 'Cover Sheet Notes', 'Attachments', and 'More Options'. The 'Main' tab is selected. The 'To' section has fields for 'Name:', 'Fax Number:', 'Voice Number:', 'Company:', 'City/State:', and 'Alt. Fax Number:'. There are buttons for 'Phonebook...', 'Add Entry...', and 'Use certified delivery'. The 'Accounting' section has fields for 'Calling ID:' and 'Passcode:', and a 'Lookup >>' button. The 'Options' section has checkboxes for 'Fine mode body', 'Use cover sheet', 'Fine mode cover', 'Hold for preview', 'Use smart resume', 'Create PDF image', 'Use cheap rates', and 'Delay send'. There are also time and date pickers, and radio buttons for 'Sent' and 'Received'. A 'Pages:' field is at the bottom. At the very bottom of the dialog are 'Send' and 'Cancel' buttons.

3. In the “Main” tab,
  - a. Enter the name of fax recipient
  - b. Enter the recipient fax number
  - c. Check to use cover sheet when necessary
  - d. “Hold for preview” option is enabled by default.

*\*You may un-check this option for sending out immediately without a preview*

The screenshot shows the 'Fax Information' dialog box with the 'Main' tab selected. The 'To' section contains fields for Name, Fax Number, Voice Number, Company, City/State, and Alt. Fax Number. The 'Options' section contains checkboxes for Fine mode body, Use cover sheet, Fine mode cover, Hold for preview, Use smart resume, Create PDF image, Use cheap rates, and Delay send. The 'Accounting' section contains fields for Calling ID and Passcode. The 'Send' button is highlighted with a blue border.

Callouts:

- a: Points to the Name field containing 'John'.
- b: Points to the Fax Number field containing '912345678'.
- c: Points to the 'Use cover sheet' checkbox, which is checked.
- d: Points to the 'Hold for preview' checkbox, which is checked.

4. If you have selected the option “Use cover sheet” on step 3c, go to the “**Cover Sheet Notes**” Tab and enter some notes you wish to appear on the cover sheet.

Fax Information

Main Cover Sheet Notes Attachments More Options

Notes to be Placed on the Cover Sheet or in SMS Message(160 bytes)

Hello, John  
Please find the fax document.

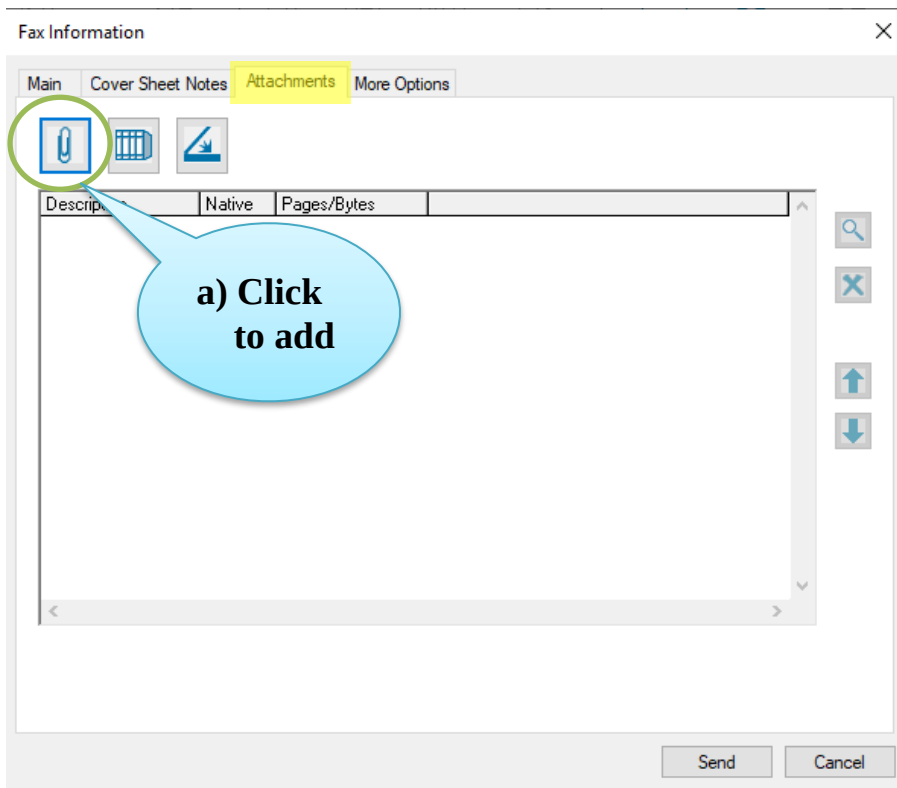
Enter some notes here

Text Limit

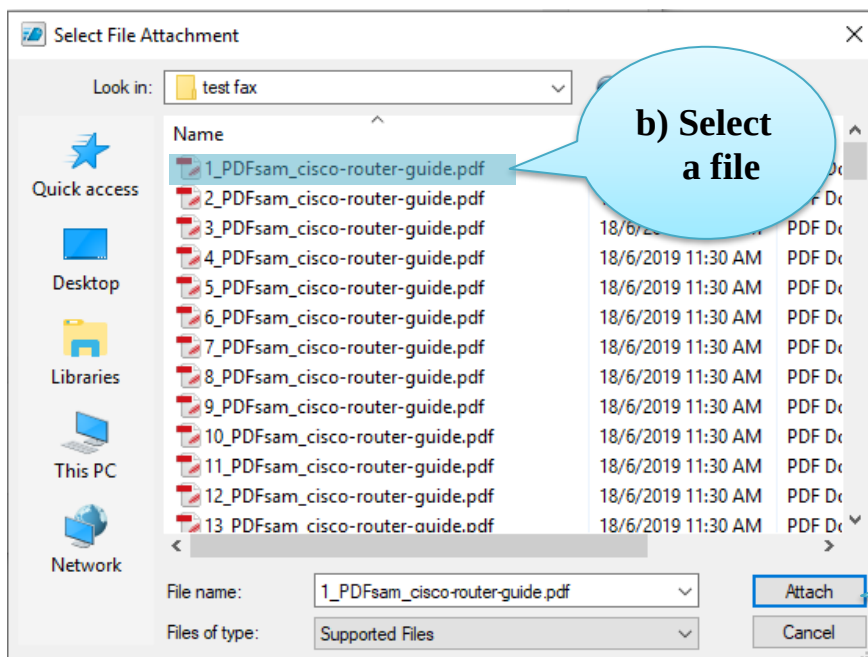
Current number of text lines: 3  
Number of lines which will fit on the cover sheet: 21

Comments for your Records

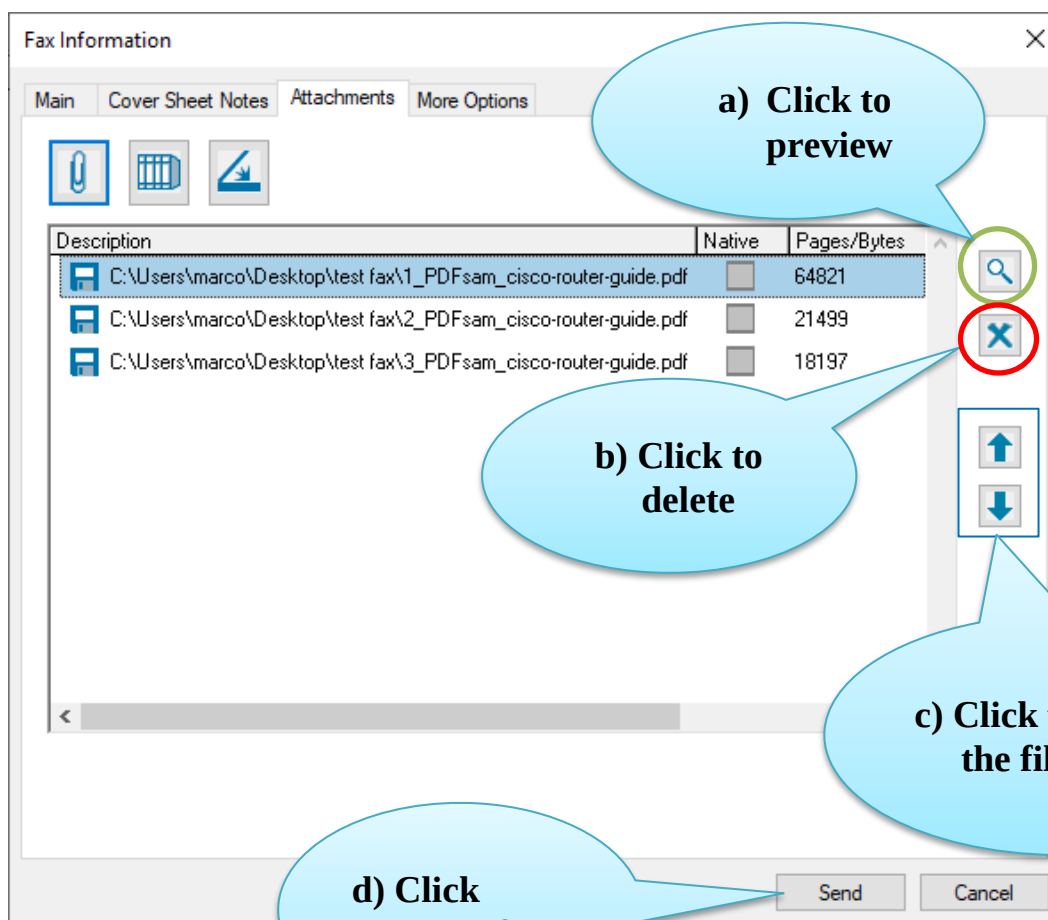
5. Select the “**Attachments**” Tab. This forms the main body of your fax. Click on the paperclip icon for adding attachments.



6. Select a file from your computer and click “**Attach**” button. Repeat Step 5 & Step 6 for attaching multiple files.



7. Three documents are attached. You may
- a) Select the document & click the magnifier icon to preview, OR
  - b) Select the document & click the cross icon to delete, OR
  - c) Click the UP/DOWN arrow to change the file order
  - d) If nothing to change, click the “Send” button



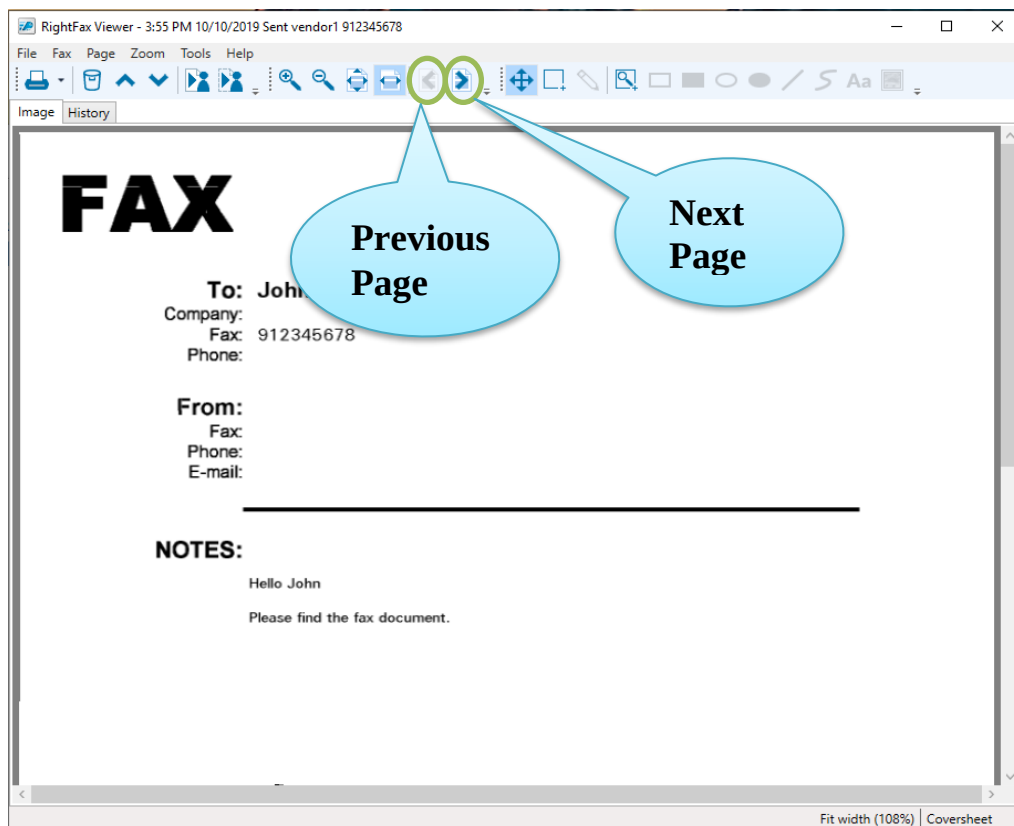
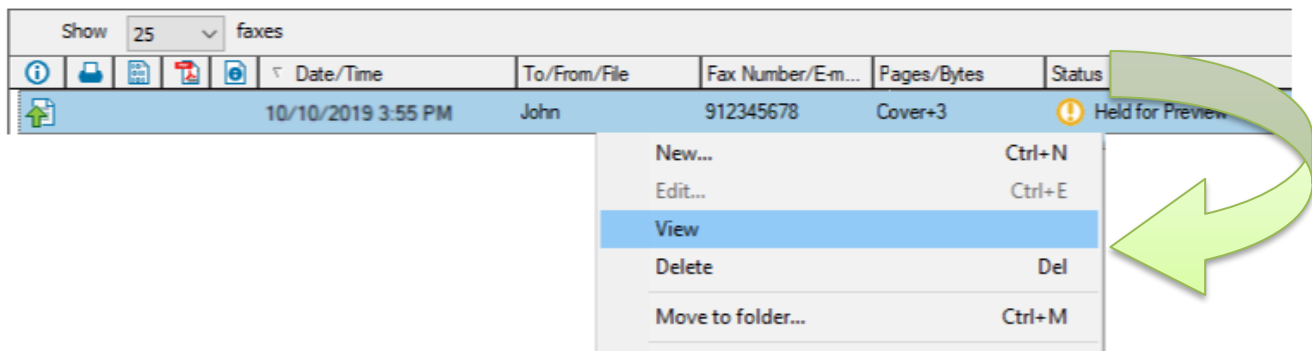
8. The new fax task will be shown in the right hand side of the RightFax FaxUtil. It will go through the conversion process and then change to “Held for preview” status.



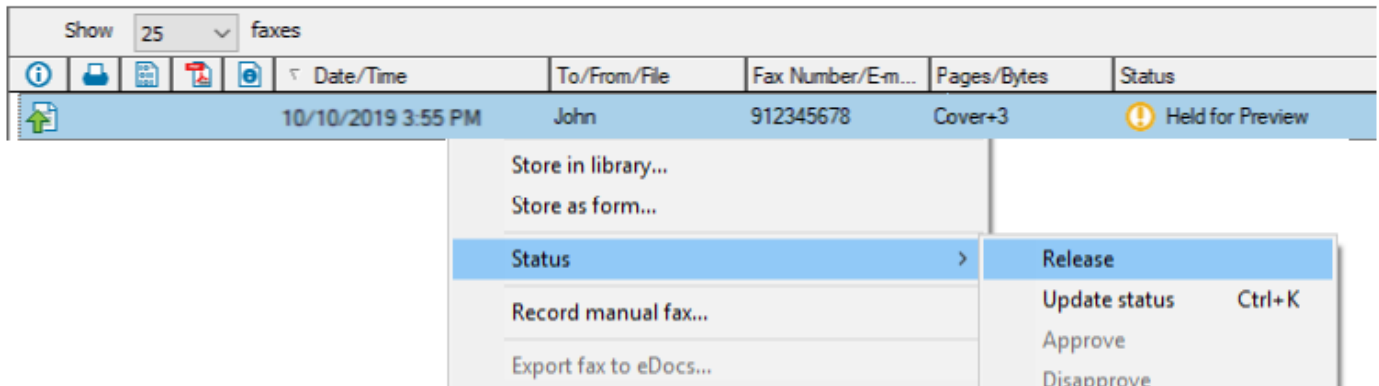
| Show               | 25           | faxes             |             |                        |  |
|--------------------|--------------|-------------------|-------------|------------------------|--|
|                    |              |                   |             |                        |  |
| Date/Time          | To/From/File | Fax Number/E-m... | Pages/Bytes | Status                 |  |
| 10/10/2019 3:55 PM |              | 912345678         | Cover+???   | Waiting for Conversion |  |

| Show               | 25           | faxes             |             |                  |  |
|--------------------|--------------|-------------------|-------------|------------------|--|
|                    |              |                   |             |                  |  |
| Date/Time          | To/From/File | Fax Number/E-m... | Pages/Bytes | Status           |  |
| 10/10/2019 3:55 PM | John         | 912345678         | Cover+3     | Held for Preview |  |

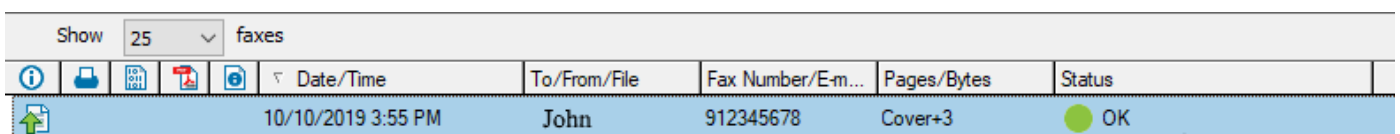
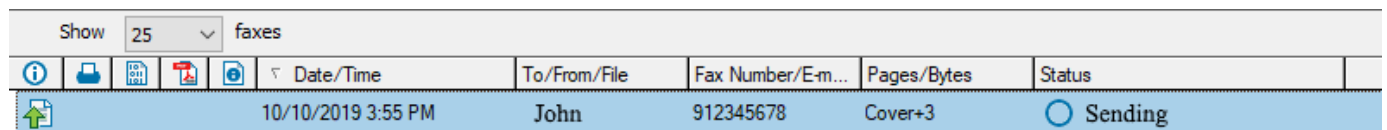
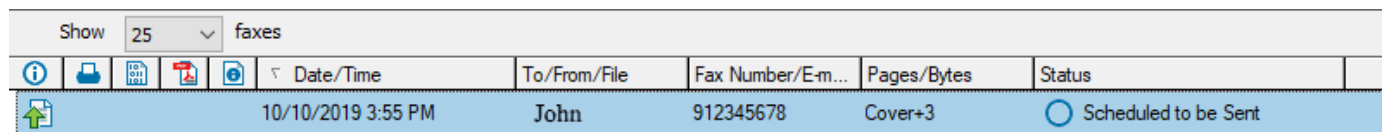
9. Select the new created fax and right click. Select “**View**” for final checking before sending this fax out.



10. Select the newly created fax and right click. Select “**Status**” > “**Release**” to send out the fax.



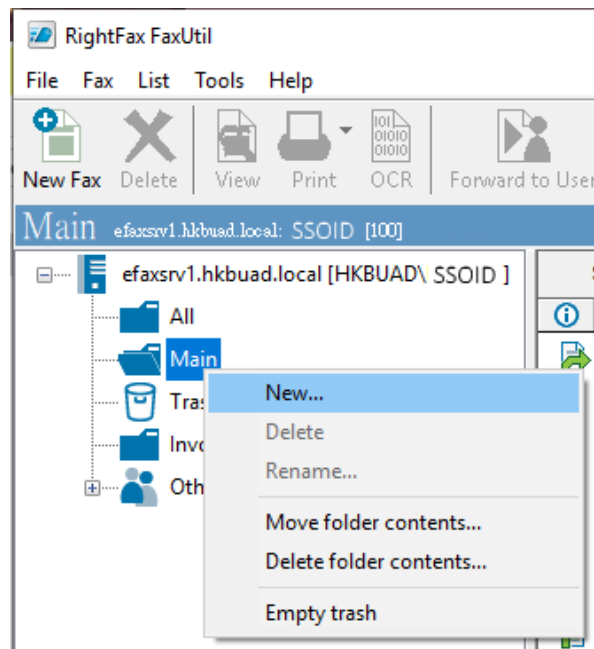
11. Fax status changed to “OK” means this fax send out successfully.



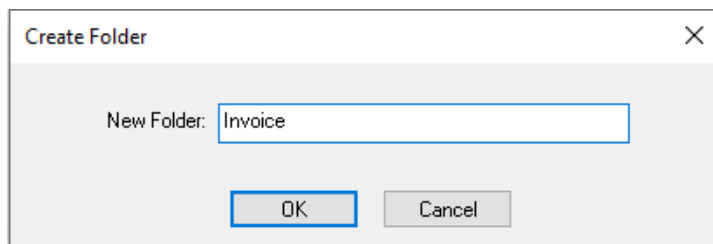
### III. Organizing Faxes

You can organize your faxes into sub-folders under the main folder.

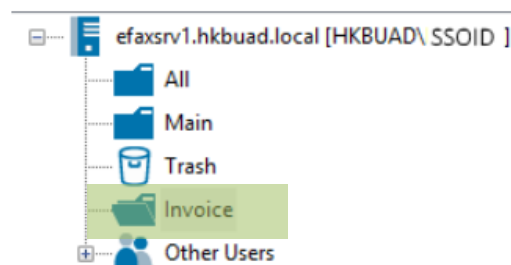
1. On the left hand tree, right-click Main folder and select **"New"**.



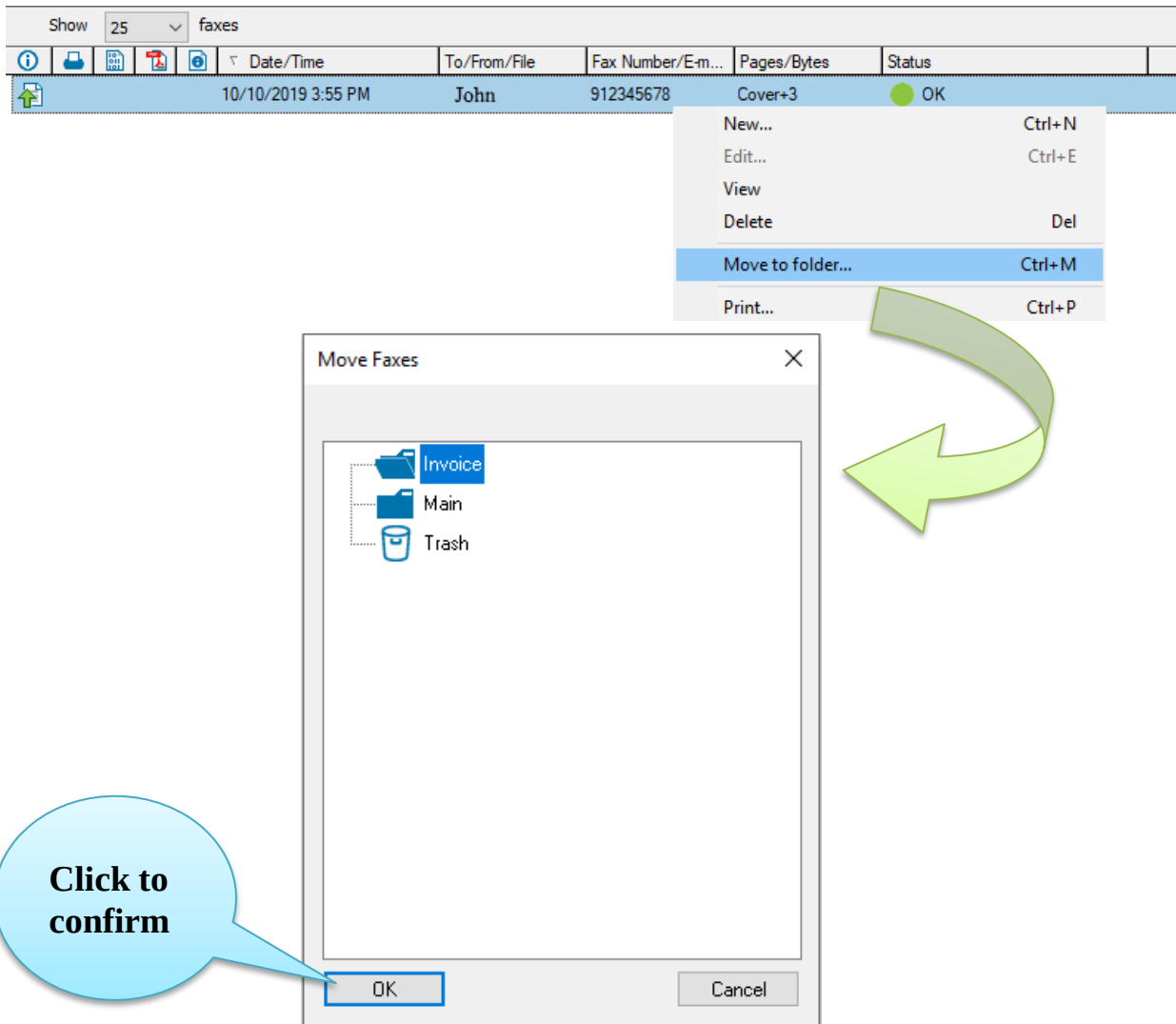
2. Enter New Folder Name. Click **"OK"**.



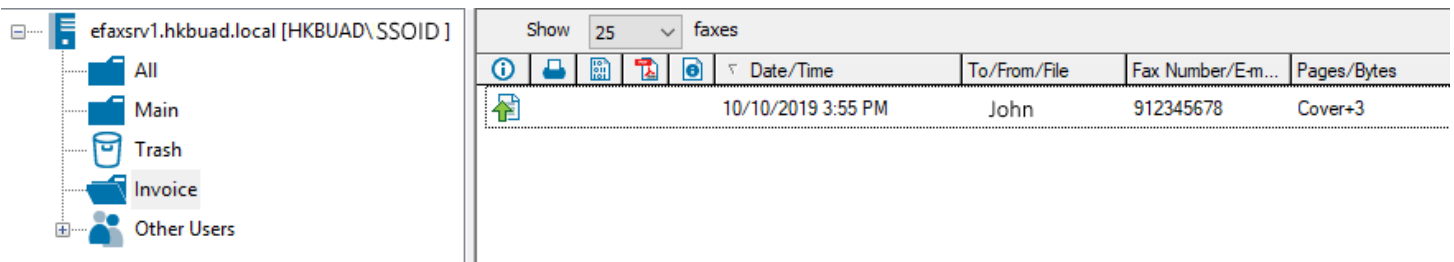
3. The new Folder will then be created.



4. Right-click on a fax record, then choose **“Move to Folder...”**. Select the folder created and click **“Ok”**.



5. Fax now appears in the designated folder.

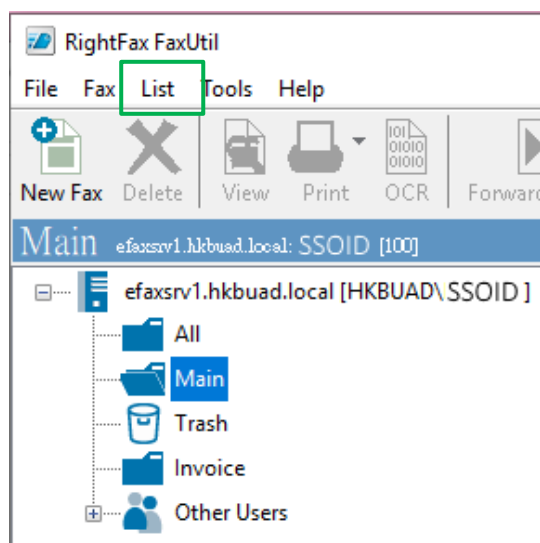


*\*“ALL” folder shows all faxes regardless of folder*

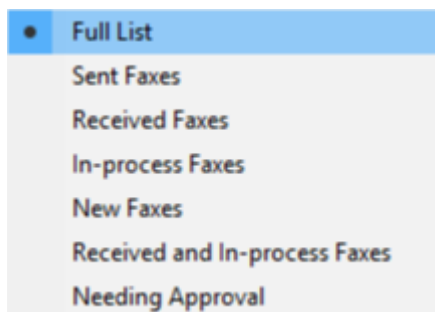
## IV. Filtering faxes

You can filter your faxes based on selected criteria.

1. Select any folder and click **“List”** on the tool bar.



2. Select one of the filtering option from the list.

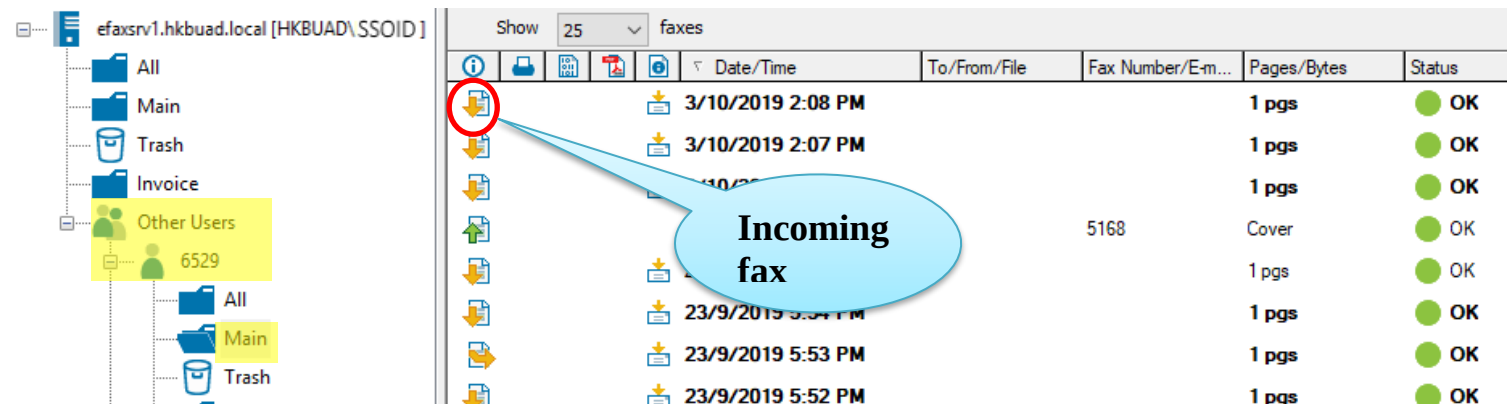


## V. Receiving Faxes

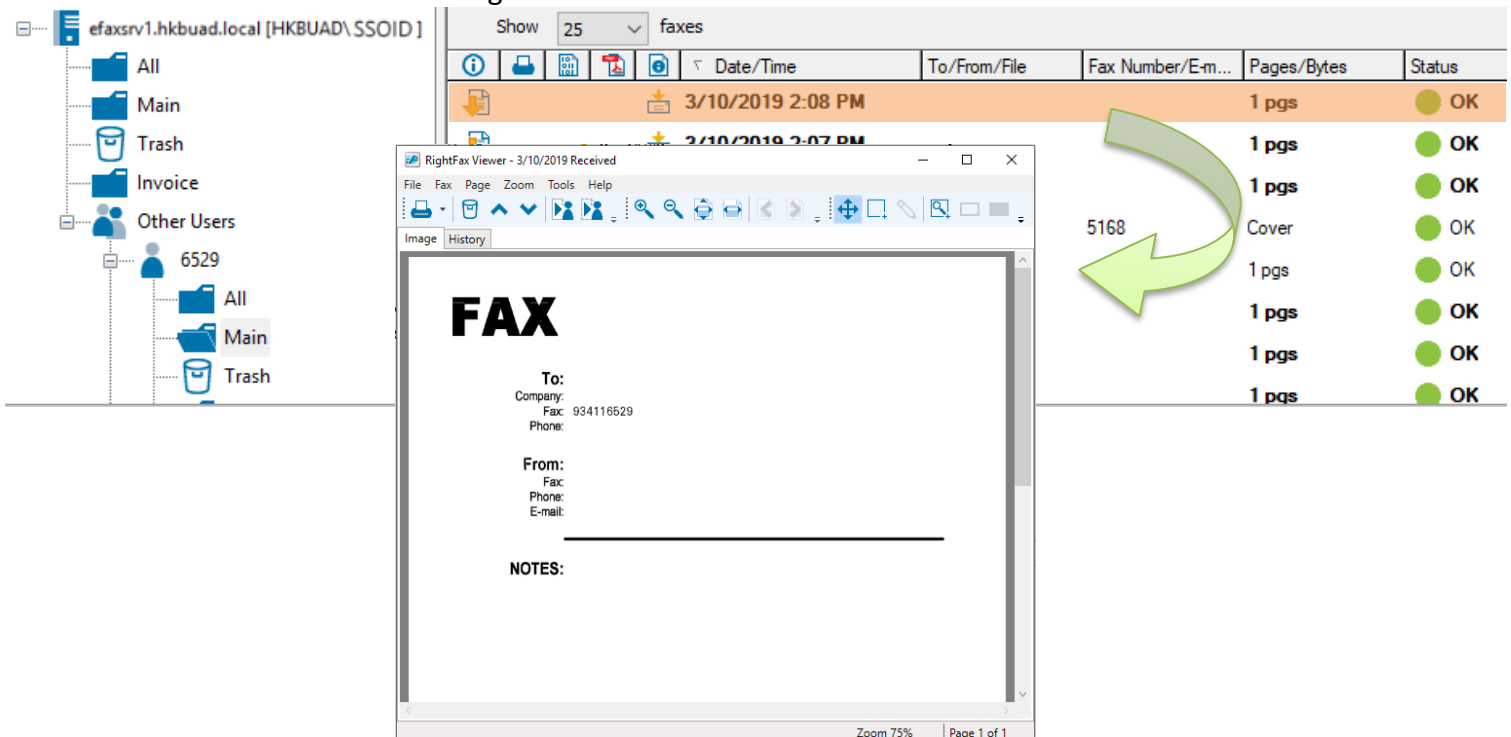
Depending on the arrangement of your faculty/department, you may NOT have direct access to all the incoming faxes, e.g. only secretaries have permission to access the faculty/department fax-line, who will then dispatch the fax to other users.

The paragraphs below describe a user having permission to access the incoming faxes of faculty/department fax-line. E.g. 6529

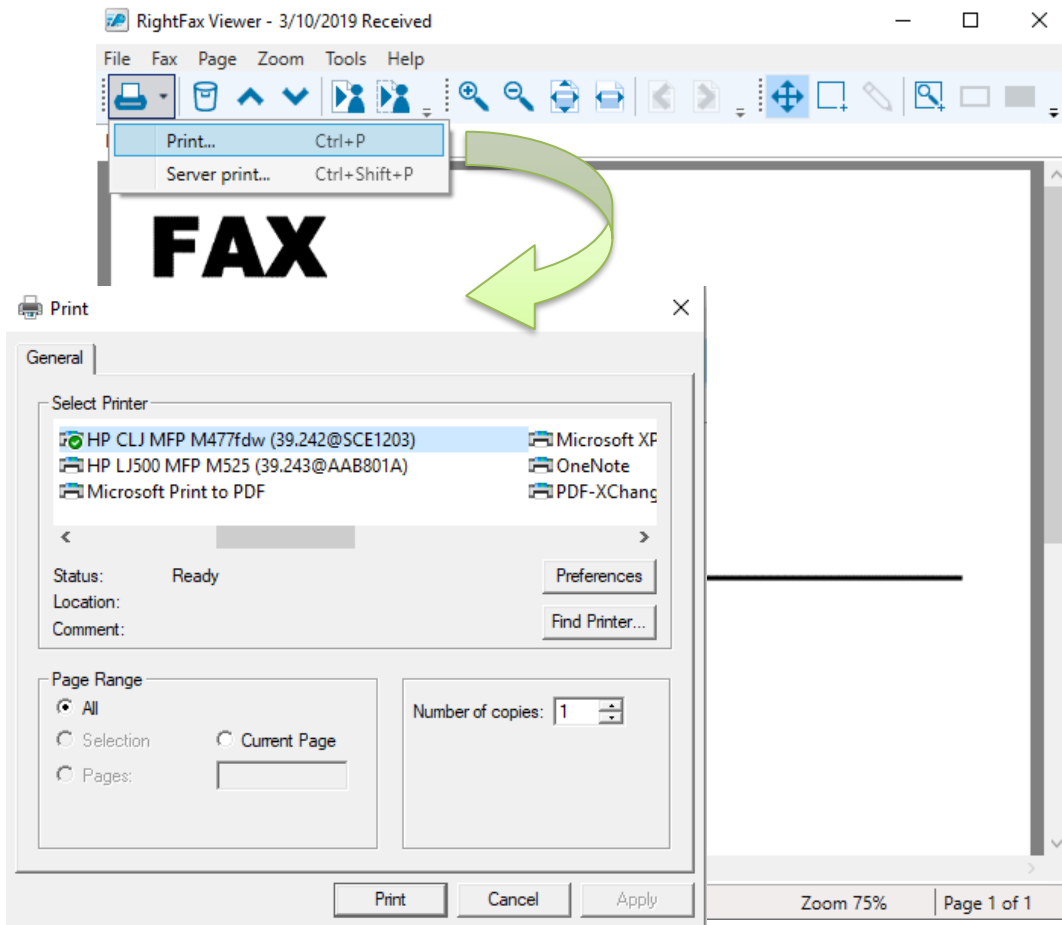
1. You can find all incoming faxes on **"Other Users"** > [Fax machine no.] > **"Main"**.



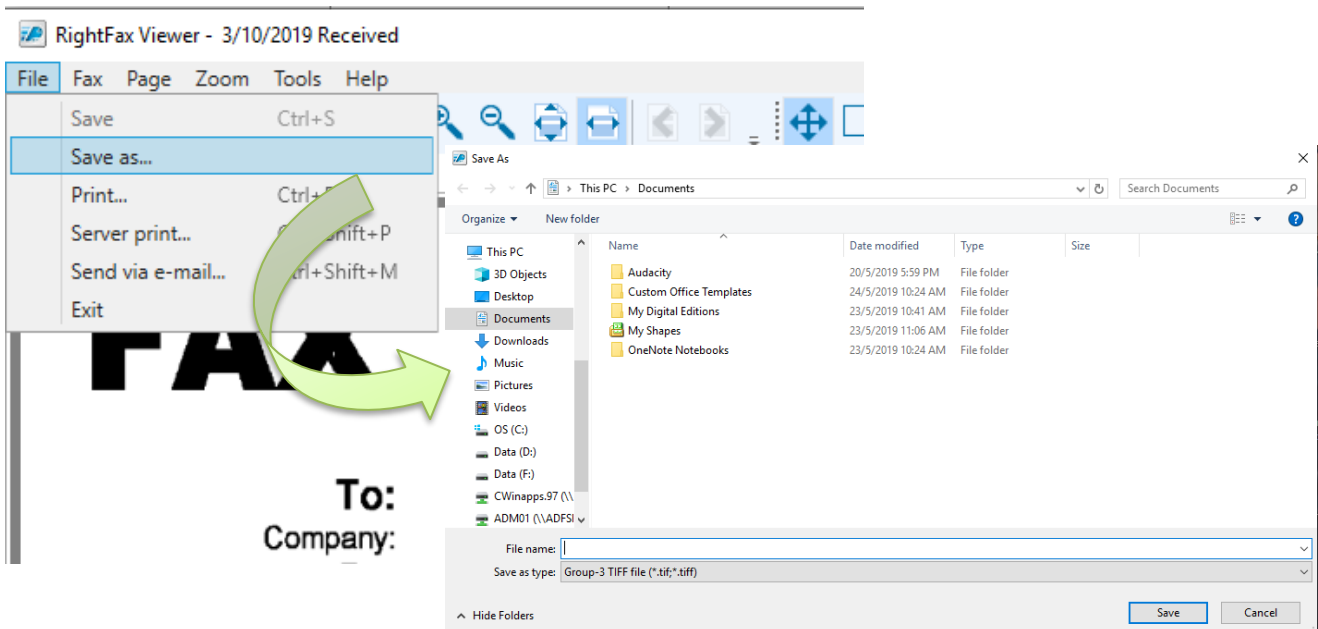
2. Double click the incoming fax to view the content.



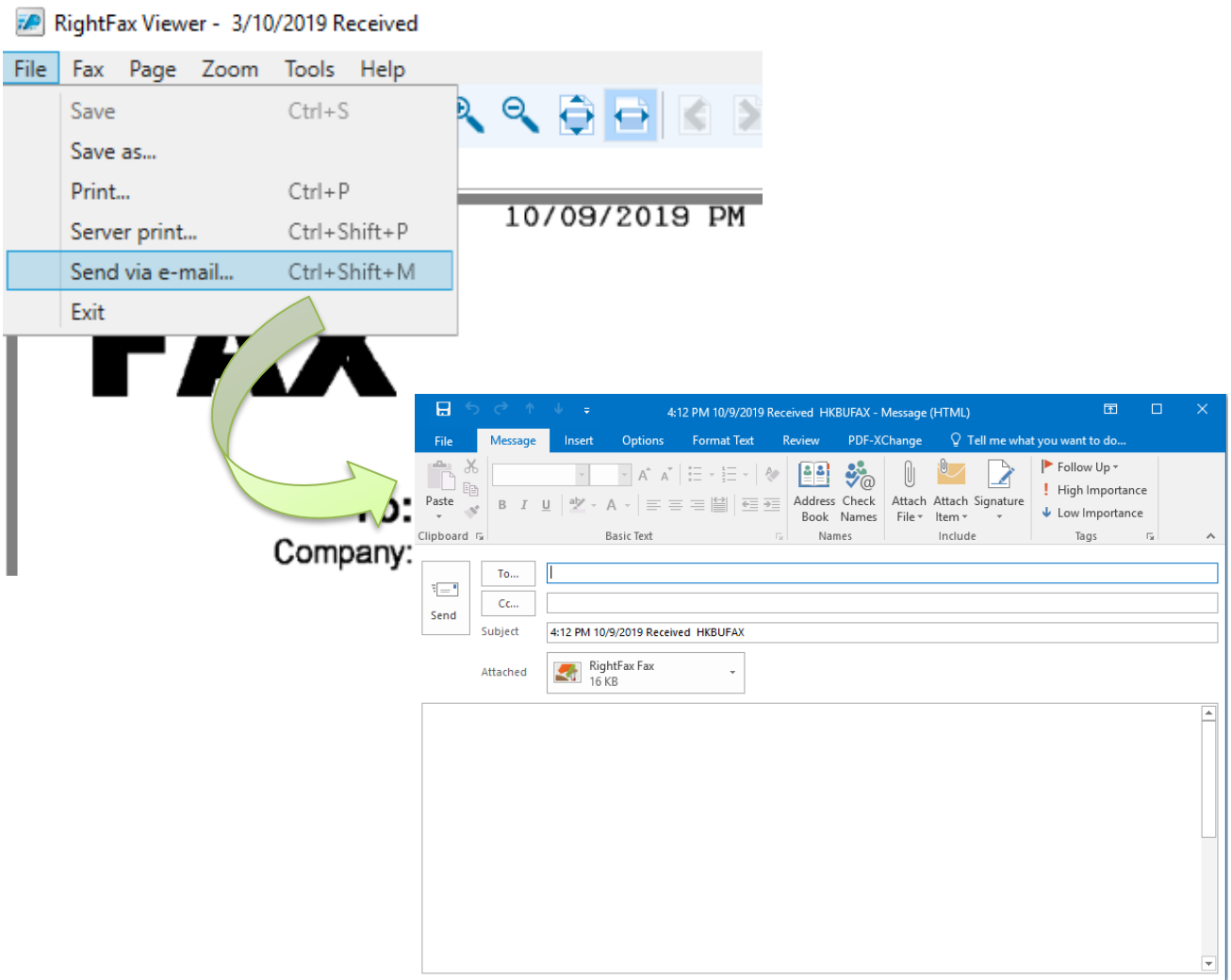
3. You can print this fax by clicking the printer icon and then select **"Print"**



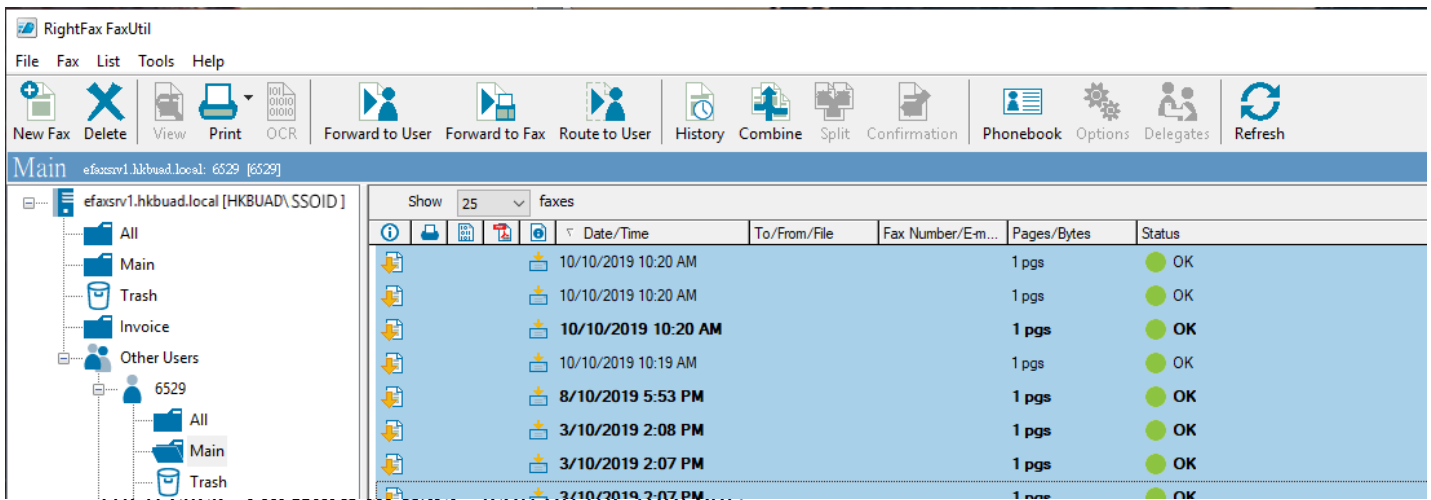
4. Select **"File"**. Click **"Save As..."** to save this fax.



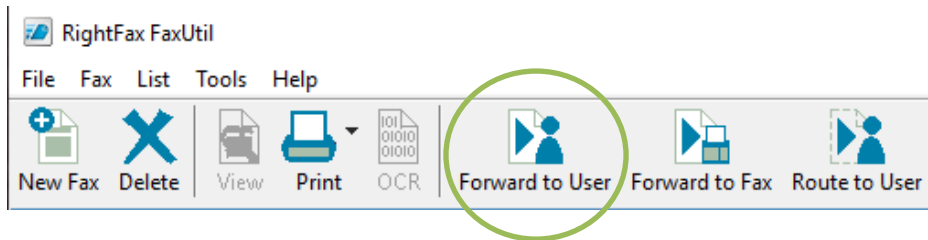
5. Select **"File"**. Click **"Send via E-mail"** to mail this fax to others.



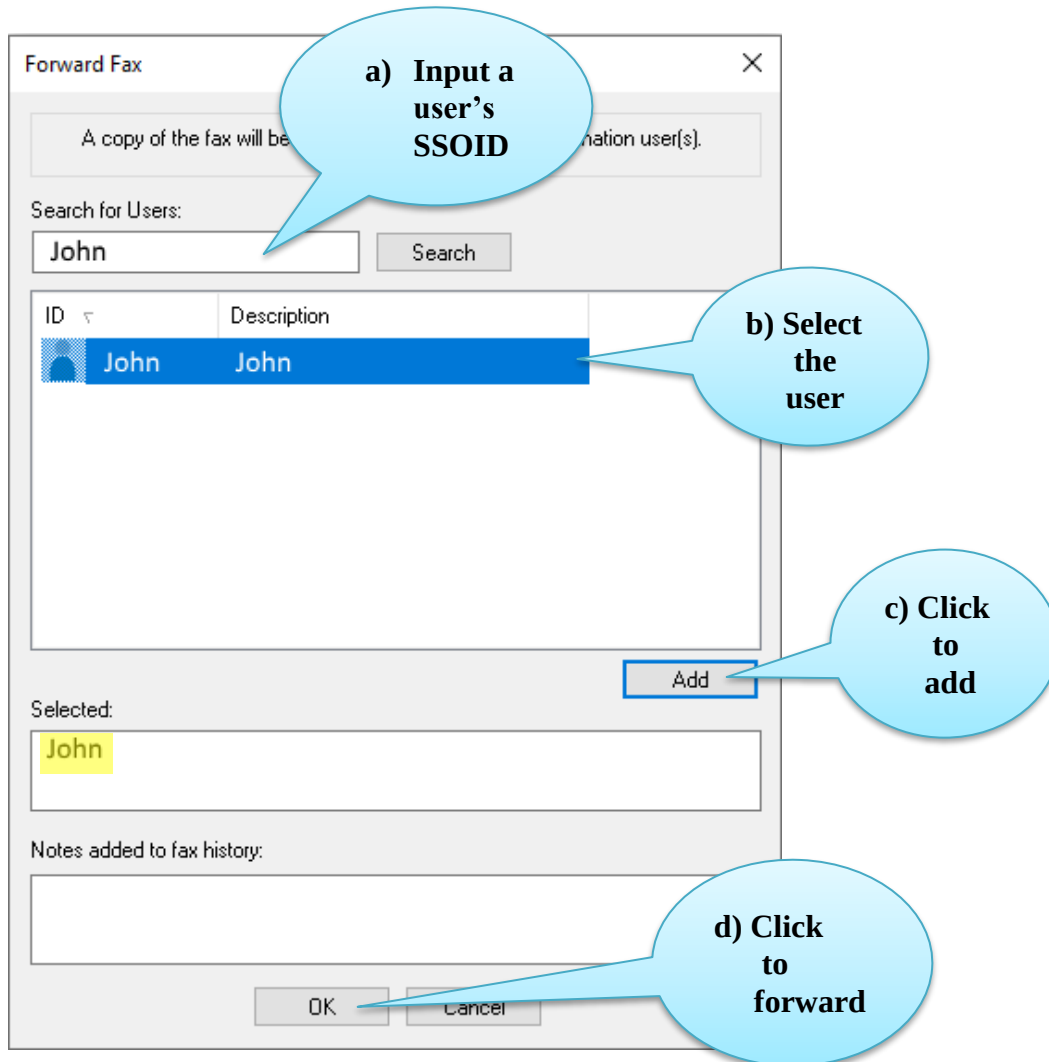
6. You can forward faxes to other users by selecting multiple faxes.







Input a user's SSOID to search, select the user and click "**Add**". The user will be shown in the selected list. You can add more users by repeating this step. Click "**OK**" to forward.



\*\*\*NOTE: Using "**Forward to User**", the original faxes will be retained in fax mailbox.\*\*\*

From the recipient's point of view, they can find the forwarded faxes with status marked as **"Duplicate"**.

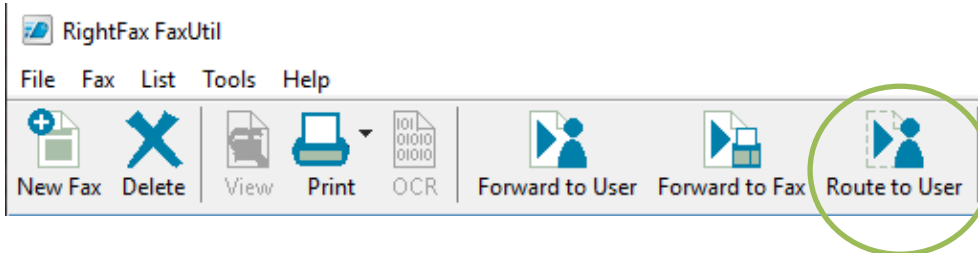
|                                                                                   |                                                                                   |                                                                                   |                                                                                   |                                                                                   |                     |              |                   |             |                                                                                               |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------|--------------|-------------------|-------------|-----------------------------------------------------------------------------------------------|
| Show                                                                              | 25                                                                                | faxes                                                                             |                                                                                   |                                                                                   |                     |              |                   |             |                                                                                               |
|  |  |  |  |  | / Date/Time         | To/From/File | Fax Number/E-m... | Pages/Bytes | Status                                                                                        |
|  |  |                                                                                   |                                                                                   |                                                                                   | 10/10/2019 10:20 AM |              |                   | 1 pgs       |  Duplicate |

7. You can route faxes to other users by selecting multiple faxes.

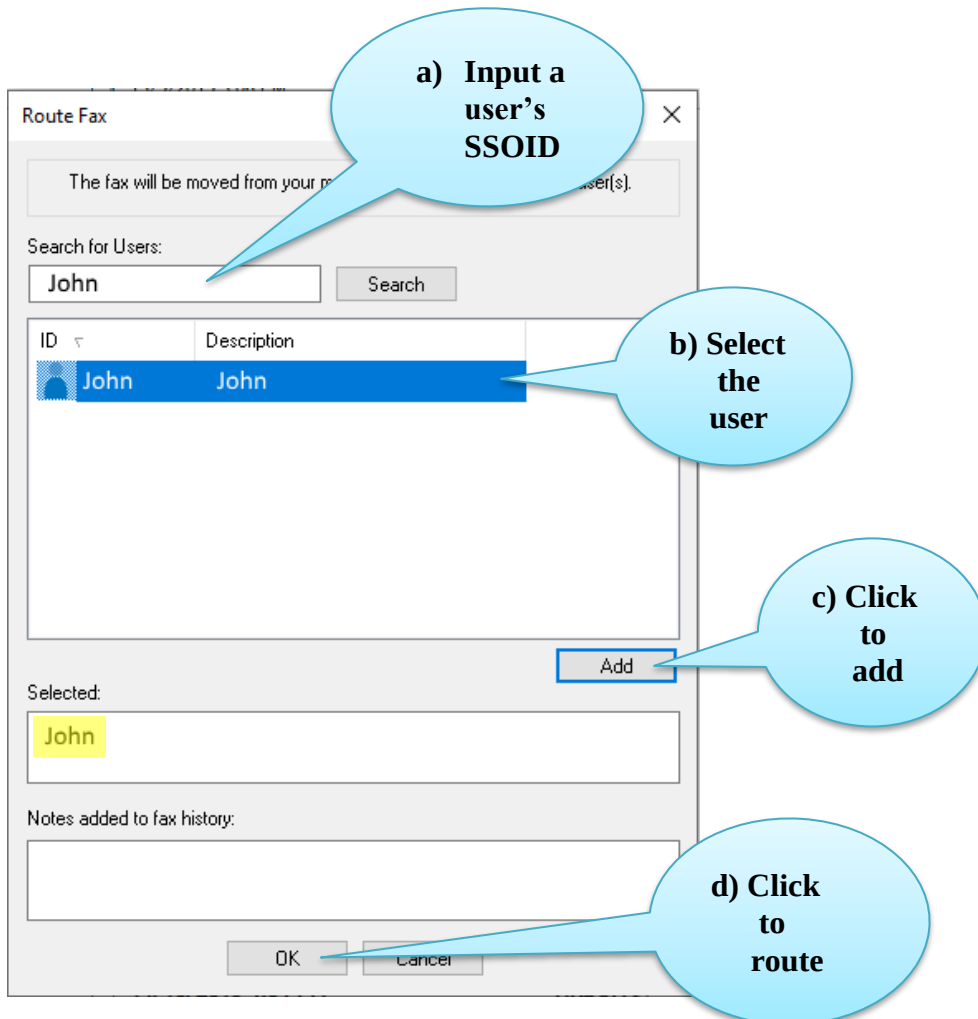
The screenshot shows the RightFax FaxUtil application window. The left sidebar displays a tree view of the file system, including folders for 'All', 'Main', 'Trash', 'Invoice', and 'Other Users'. The main pane shows a list of faxes with columns for 'Date/Time', 'To/From/File', 'Fax Number/E-m...', 'Pages/Bytes', and 'Status'. The 'Route to User' button is highlighted in the toolbar.

| Show | 25                  | faxes        |                   |             |        |
|------|---------------------|--------------|-------------------|-------------|--------|
|      | Date/Time           | To/From/File | Fax Number/E-m... | Pages/Bytes | Status |
|      | 10/10/2019 10:20 AM |              |                   | 1 pgs       | OK     |
|      | 10/10/2019 10:20 AM |              |                   | 1 pgs       | OK     |
|      | 10/10/2019 10:20 AM |              |                   | 1 pgs       | OK     |
|      | 10/10/2019 10:19 AM |              |                   | 1 pgs       | OK     |
|      | 8/10/2019 5:53 PM   |              |                   | 1 pgs       | OK     |
|      | 3/10/2019 2:08 PM   |              |                   | 1 pgs       | OK     |
|      | 3/10/2019 2:07 PM   |              |                   | 1 pgs       | OK     |
|      | 3/10/2019 2:07 PM   |              |                   | 1 pgs       | OK     |

Then click **"Route to User"** icon on tool bar.



Input a user's SSOID to search, select the user and click "**Add**". The user will be shown in the selected list. You can add more users by repeating this step. Click "**OK**" to route.



\*\*\*NOTE: Using "**Route to User**", the original faxes will be **REMOVED** from fax mailbox .\*\*\*

From the recipient's point of view, they can find the routed faxes as shown below.

