# ScanRouter Professional

OPERATING INSTRUCTIONS PC-FAX REFERENCE

Read this manual carefully before you use this product and keep it handy for future reference.

For safety, please follow the instructions in this manual.

#### Introduction

To get maximum versatility from this machine all operators should carefully read and follow the instructions in this manual. Please keep this manual in a handy place near the machine.

Please read the Safety Information in the "Operating Instructions" before using this machine. It contains important information related to USER SAFETY and PREVENTING EQUIPMENT PROBLEMS.

#### **Trademarks**

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#### Note

The proper names of Windows operating system are as follows:

- Microsoft<sup>®</sup> Windows<sup>®</sup> 95 operating system
- Microsoft® Windows® 98 operating system
- Microsoft® Windows NT® Server network operating system Version 4.0
- Microsoft<sup>®</sup> Windows NT<sup>®</sup> Workstation operating system Version 4.0

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#### Introduction

#### Overview

With NIC FAX Com Redirector which comes with this product, you can send a fax from the client computer using a PC-FAX application through ScanRouter Professional Station without a modem connection.

#### NIC FAX Com Redirector

NIC FAX Com Redirector is an application offered by our company for use with a PC-FAX application when sending a fax to ScanRouter Professional Station.

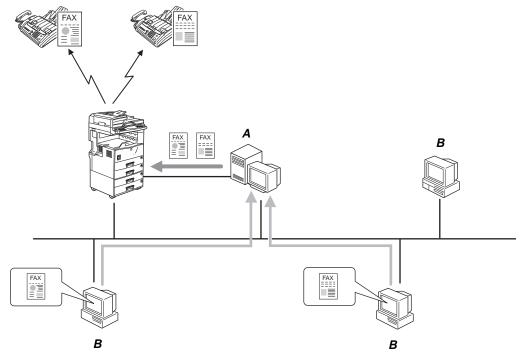
With NIC FAX Com Redirector, data which is usually sent from the COM port on the computer is delivered to ScanRouter Professional Station through the network. After that, the data is sent to the destination by fax using the modem of the machine which is connected to ScanRouter Professional Station. With NIC FAX Com Redirector, you can send a fax from the client computer without a modem connection.

#### Limitation

- ☐ Fax reception is not available with a PC-FAX application when using NIC FAX Com Redirector.
- ☐ The following functions described in the PC-FAX Expander manual cannot be used.
  - Fax transmission from the computer, using Quick Dials, Speed Dials, or Group Dials which are registered in the machine.
  - CFM TWAIN scanning
  - Scanning from the fax machine using PC-FAX application
  - Printing from the fax machine using PC-FAX application

#### **❖** Document Transmission Flow

A fax document sent from the client computer is transmitted to the destination as illustrated below.



TNSX151E

- A. ScanRouter Professional Station
- B. Client
- ① Sent by the client computer to ScanRouter Professional Station.
- $\ensuremath{\mathfrak{D}}$  Sent by ScanRouter Professional Station to the machine.
- ③ Sent by the machine to the destination.

#### **Required Options**

To use this function, the same options which are required when using the machine as a network delivery fax machine, must be installed on the machine. For more information about the required options for a network delivery fax machine, see "Scanner & Fax Reference".

## 1. Administrator Operations

# ScanRouter Professional Station Preparation Procedure

If fax document delivery with ScanRouter Professional Station can already be done, this procedure is not required. Go to P.4 "Machine Preparation Procedure".

If fax document delivery cannot be done, you must install a fax delivery application on ScanRouter Professional Station and configure the settings. For more information about installing and configuring a fax delivery application, see "Set-up & Administrator Reference".



☐ The procedure of installation and configuration are the same as in the case of fax document delivery.

## **Machine Preparation Procedure**

First, configure the machine settings which are the same as those used for a network delivery fax machine. For more information about the network delivery fax machine settings, see "Scanner & Fax Reference".

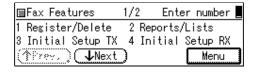
If fax document delivery with Scan-Router Professional Station can already be done, the procedure above is not required.

After the settings are complete, follow the steps below.

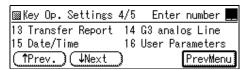
Make sure that the ready screen appears on the panel display.



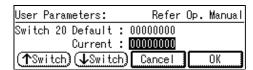
- Note
- ☐ If this screen does not appear, press the **[Fax]** key.
- Press the [User Tools/Counter] key.
- Press [3] on the Number keys.
  The [Fax Features] menu appears.
- Press [6] on the Number keys, and then press [#] within three seconds.



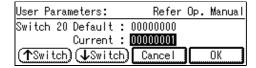
Press [↑Prev.] or [↓Next] to display [User Parameters], and then enter that number with the Number keys.



Press [↑ Switch] to display [Switch 20].



Press [0] on the Number keys to change the value of bit 0 displayed in [Current] to "1".



- Press [OK].
- Press [PrevMenu].



Press [Menu], and then press [Exit].
The settings are now complete.

#### 1

## **Processing Transmission Errors**

When an error occurs while sending a document from ScanRouter Professional Station to the machine, the document is saved in the "non-forwarding folder" located on the ScanRouter Professional and the error details are recorded in the "error log list" of ScanRouter for Admin.

In this case, the error notification message is not sent to the sender. The administrator should check the document saved in the "non-forwarding folder" and the "error log list" periodically to take the appropriate action for that document, for example, requesting the sender to send the document again.



☐ If [Mail to Administrator] or [Output to Printer] is selected in [Error Settings] in the [Environment Settings] page of ScanRouter for Admin, the administrator will receive the error notification messages by mail or by printout.

#### **Error Log List**

If fax document delivery from ScanRouter Professional Station to the machine fails, the following items are displayed in the error log list.

Item	Description
Record Date and Time	The date and time when an error occurred.
Classification	"FaxProxy" is displayed.
Contents	The contents of the error. If the Personal Code is registered in NIC FAX Com Redirector running on the client computer, that Personal Code follows the contents of the error.
Processing	The way the error is processed.
Destination	The fax number of the destination where the document was supposed to be delivered.
Document	The file name of the document which was saved in the non- forwarding folder. To view the first-page image of the doc- ument, click the icon.

#### Mote

☐ Personal Code (up to 20 digits) can be registered in NIC FAX Com Redirector running on the client computer. If different Personal Codes are set to each client, you can find the sender of a document undelivered due to an error. We recommend using the Personal Codes for each client.

The common errors are as follows:

Contents	Cause and Action
The modem is not responding. Please turn off the modem and try the operation again.	There is no response from the machine.
	Make sure that ScanRouter Professional Station is con- nected properly to the machine with a RS232 cable.
	Make sure that the machine's main power switch is turned on. If not, turn it on.
	Turn off the machine's main power switch and then turn it on again.
Call was unsuccessful.	An error has occurred while the machine was transmitting.
	When sending a large document, or a document with a large amount of data such as a photograph, the transmission may not be successful, because the memory of the machine becomes full.
	Divide the document and send it with two or more transmissions.
	<b>𝒯</b> Note
	☐ If installing Fax Function Upgrade Unit or Expansion Memory on the machine, the amount of data which can be sent out at a time will be increased. For more information, see "Fax & Scanner Reference".

## **Non-forwarding Folder List**

The following items are displayed in the non-forwarding folder list.

Item	Description
Document Name	The file name of the document.
Creation Date	The date and time when the client sent the document.
Sender	The Personal Code set on the client computer from which a document was sent. If no Personal Code is set on the client computer, no Personal Code is displayed.
Receiver	The fax number of the document destination.
Page Total	Total pages of the document.
Station Save Interval	The number of days for the saved document to remain in the non-forwarding folder.

## 2. Client Operations

To send a document by fax from the client computer, NIC FAX Com Redirector and a PC-FAX application are required.

#### Note

- □ NIC FAX Com Redirector is included in the CD-ROM which comes with this product.
- ☐ You must have a PC-FAX application before beginning the setup, because this application is not included in the CD-ROM which comes with this product.⇒ P.10 "Recommended PC-FAX Applications"

First, set up NIC FAX Com Redirector, and then configure the settings of the PC-FAX application.

## **NIC FAX Com Redirector Setup**

#### **System Requirements**

To use NIC FAX Com Redirector, the client computer must meet the following system requirements.

#### ◆ CPU

Pentium 133MHz or faster

#### Operating Systems

- Microsoft Windows 95
- Microsoft Windows 98
- Microsoft Windows NT Server 4.0 (with Service Pack 4 or later)
- Microsoft Windows NT Workstation 4.0 (with Service Pack 4 or later)

#### Limitation

☐ Under Windows NT, this application does not support RISC based processor (MIPS R Series, Alpha AXP, Power PC).

#### RAM

24MB minimum (64MB recommended)

#### Hard Disk Space

30MB minimum

#### Protocols

TCP/IP

#### **Installing NIC FAX Com Redirector**

Follow the steps below to install NIC FAX Com Redirector.

#### Note

- ☐ Quit all open applications before beginning the installation.
- ☐ When installing in a computer running Windows NT 4.0, log on as a member of the Administrators group.
- 1 Start Windows on the computer where you want to install this application, and then insert the CD-ROM into the computer.

The language selection dialog box appears.

#### Note

- ☐ If the window does not appear, double-click on "Setup.exe" located on the root directory of the CD-ROM to start the installer.
- 2 Select the language of the application to be installed, and click [OK].
- Click [ScanRouter Software for Client PCs].
- Click [Com Redirector].
- **5** When the installation confirmation message appears, click [Yes].
- When the [Welcome] dialog box appears, click [Next].
- **7** Follow the instructions to be displayed.
- B Restart the computer and then log on to Windows again.

After logging on to Windows, the NIC FAX Com Redirector settings dialog box appears. Continue the procedure as described in P.9 "Initial Settings".

#### **Initial Settings**

#### **Preparation**

The host name or IP address of ScanRouter Professional Station is required. For more information, ask the ScanRouter Professional administrator.

- 1 Enter the host name or IP address of ScanRouter Professional Station in the [Connect to] box.
- 2 Click [Test Connection].

After the connection completion message appears, click [OK].

If the connection fails, check if the host name or IP address being entered is correct.

#### Note

- ☐ Connection is not possible if ScanRouter Professional Station is not started, or the machine's power switch is turned off. If the connection fails even though the host name or IP address is correct, ask the ScanRouter Professional administrator.
- Enter the Personal Code in the [Personal Code] box.

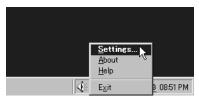
Personal Code (up to 20 digits) is an optional code used to identify the client computer which sent a document. Ask the ScanRouter Professional administrator to assign the Personal Code because this code must be unique.

## 4 Click [OK].

The NIC FAX Com Redirector settings are now complete.



☐ To display the NIC FAX Com Redirector settings dialog box again, rightclick the NIC FAX Com Redirector icon and click [Settings] from the popup menu.



☐ For more instructions on NIC FAX Com Redirector, see NIC FAX Com Redirector Help. To display Help, right-click the icon and then click [Help] from the pop-up menu.

# Transmitting a Document Using a PC-FAX Application

#### **Recommended PC-FAX Applications**

When using NIC FAX Com Redirector, recommended PC-FAX applications and languages supported by them are as follows:

Application	Supported Languages
WinFAX Pro 9.0	English (U.S.), English (U.K.), German,
(Symantec Corporation.)	French, Italian, Spanish
Bitware 3.30	English (U.S.)
(Cheyenne Software, Inc.)	
Sopwith 1.1	English (U.S.), English (U.K.), German,
(Wordcraft International Limited )	French, Italian, Spanish
WinPhone 2.0	French
(BVRP Software)	

#### **PC-FAX Application Settings**

To make a fax transmission with NIC FAX Com Redirector, configure the settings of the PC-FAX application being used as follows:

- Select "Facsimile Modem Type A05" as the modem to be used. Facsimile Modem Type A05 is installed automatically when installing NIC FAX Com Redirector.
- Select the option to use Class 2 as the modem command. If both Class 2 and Class 2.0 exist, select Class 2. Facsimile Modem Type A05 supports the Class 2 AT command only.
- Select the option to disable the auto fax reception function.

#### Note

- ☐ For more information about the PC-FAX application settings, see the manual of the PC-FAX application being used.
- ☐ If the PC-FAX application settings are not available unless the modem is turned on, start NIC FAX Com Redirector and then confirm the connection with the [Test Connection] button.

#### **Transmitting a Document**

- 1 Make sure that ScanRouter Professional Station is running and the machine's power switch is turned on.
- 2 Make sure that NIC FAX Com Redirector is running.

If running, the icon of NIC FAX Com Redirector is displayed on the right side of the taskbar.

If not running, click [Start], point to [Program], and then click [Com Redirector] to start.

**3** Transmit a fax using the PC-FAX application.

PC FAX application transmission procedures are the same as those of a modem.

#### Note

☐ For more information about using the PC-FAX application, see the manual of the PC-FAX application being used.

## **Checking Transmission Results**

A fax document sent from the client computer is transmitted to its destination after the following steps are completed.

- ① Sent by the client computer to ScanRouter Professional Station.
- ② Sent by ScanRouter Professional Station to the machine.
- ③ Sent by the machine to the destination.

Even if the transmission seems successful from the client computer, the document is not delivered to the destination correctly when an error occurs during steps ② or ③.

Confirm the transmission results using the following methods.

#### Using ScanRouter for Client

If an error occurs during step ②, the error details are recorded in the "error log list" of ScanRouter for Client.

The following items are displayed in the error log list.

Item	Description
Record Date and Time	The date and time when an error occurred.
Classification	"FaxProxy" is displayed.
Contents	The contents of the error. If Personal Code is set registered in NIC FAX Com Redirector running on the client computer, that Personal Code follows the contents of the error.
Processing	This information is for the administrator only.
Destination	The fax number of the document destination.
Document	The file name of the document which is saved in the non-forwarding folder.

#### The common errors are as follows:

Contents	Cause and Action
The modem is not responding. Please turn off the modem and try the operation again.	<ul> <li>There is no response from the machine.</li> <li>Make sure that ScanRouter Professional Station is connected properly to the machine with a RS232 cable.</li> <li>Make sure that the machine's power switch is turned on. If not, turn it on.</li> <li>Turn off the machine's power switch and then turn it on again.</li> </ul>
Call was unsuccessful.	An error has occurred while the machine was transmitting.  When sending a large document, or a document with a large amount of data such as a photograph, the transmission may not be successful, because the memory of the machine becomes full. Divide the document and send it with two or more transmissions.  Note  If installing Fax Function Upgrade Unit or Expansion Memory on the machine, the amount of data which can be sent at a time will be increased. For more information, see "Fax & Scanner Reference".

#### Using the Transmission Result Report

Be sure to complete steps ① and ②. After that, check the transmission result report printed by the machine to confirm the transmission result in step ③.

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