Fax Modem
Reference Manual

FASPAC 3.5
FPD/205
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Introduction

The Fax Modem Interface is used to fax FASPAC forms directly from the computer over a dedicated phone line. The interface works similar to spooling reports to a printer, but instead sends them to a fax modem. Multiple fax requests are queued and sent one-by-one, in order from the queue.

After a document is sent to the fax queue, the fax modem automatically makes up to five attempts to send the fax. If the fax cannot be sent after five attempts, it becomes a failed fax and is removed from the queue. You must resubmit it to the fax queue if you want to send it.

You will not be automatically notified of failed faxes, so monitor fax modem activities regularly to be sure that your faxes are successfully transmitted. By choosing FAX from the Utilities menu or entering FAX at any FASPAC menu prompt, you can check the status of the fax modem, the status of each fax, cancel a fax, and resubmit a failed fax.

Faxing FASPAC Forms

FASPAC forms can be faxed to customers or vendors by selecting the fax option (option X) whenever the Form field, Fax field, or Print To field is displayed.

FASPAC forms that are available to be sent via the Fax Modem Interface include:

- Accounts Receivable invoices
- Accounts Receivable statements
- Customer quotes
- Vendor requisitions
- Purchase orders
- Blanket purchase orders
- Order acknowledgment

When printing any form, the following screen displays with the appropriate Fax Application name, label and number of pages.

When the cursor is in the ‘Fax To Name’ field, the CMD Lookup function (CMD+L) can be used to display all available fax numbers for the specific customer or vendor. The Lookup function will also display all miscellaneous fax numbers created. Highlight the person to whom the fax is to be sent and press RETURN.
Forms are faxed to the default fax number entered in the Customer or Vendor Master file or to the number entered at the time the form is faxed. Always follow these rules when entering a fax number.

- If the fax number is within your area code, do NOT include the area code.
- If the fax number is a toll call within your area code (you would dial 1 before the number), include the 1 as the first number.
- If the fax number is outside your area code, include the area code in the fax number (the 1 will automatically be dialed by the system).
- If the fax number is an international number, enter 1, the area code, and the fax number (the 1 will automatically be replaced with the international calling code—011).

Whenever a FASPAC form is faxed, it is automatically preceded by a cover sheet.
Fax Modem Specifications (SYS/FMS)

Use this program to set up a fax modem for use in FASPAC. It performs the following tasks:

- Tells FASPAC that a fax modem is installed.
- Specifies whether faxes should always be sent immediately or to offer a delayed option.
- Specifies whether to use the extended faxing directory.
- Specifies a default delay time.
- Determines whether or not your address will be included on faxed forms.

**Entry/Inquiry Screen**

<table>
<thead>
<tr>
<th>Co: 10</th>
<th>FAX MODEM SPECIFICATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Is Fax Modem Operational?: Y</td>
</tr>
<tr>
<td>02</td>
<td>Default Cover Sheet Name?: classic</td>
</tr>
<tr>
<td>03</td>
<td>Use Extended Faxing Directory?: Y</td>
</tr>
<tr>
<td>04</td>
<td>Allow Delayed Time Faxing?: N</td>
</tr>
<tr>
<td>05</td>
<td>Default Time For Prompting:</td>
</tr>
<tr>
<td>06</td>
<td>Log File Name For Use On Forms:</td>
</tr>
<tr>
<td>07</td>
<td>Prompt User For Fax Information?: Y</td>
</tr>
<tr>
<td>08</td>
<td>Print Address On Invoice?: W</td>
</tr>
<tr>
<td>09</td>
<td>Print Address On Statement?: W</td>
</tr>
<tr>
<td>10</td>
<td>Print Address On Purchase Order?: W</td>
</tr>
<tr>
<td>11</td>
<td>Print Address On Blanket P.O.?: W</td>
</tr>
<tr>
<td>12</td>
<td>Print Address On Order Ack.: W</td>
</tr>
<tr>
<td>13</td>
<td>Print Address On Customer Quote?: W</td>
</tr>
<tr>
<td>14</td>
<td>Print Address On Requisition?: W</td>
</tr>
<tr>
<td>15</td>
<td>Prefix Long Distance with 1 ?: Y</td>
</tr>
</tbody>
</table>

**Field Explanation**

01 Is Fax Modem Operational?

Y = Enable the fax modem.

N = The fax modem is not to be used.
02 Default Coversheet Name?

Enter the name of the cover sheet that will be used as the company default for all faxes sent from FASPAC.

You can use the CMD+L function to select from a list of available cover sheets.

03 Use Extended Faxing Directory?

Y = Use the extended faxing directory capabilities to maintain contact names and fax numbers for customers, vendors, and miscellaneous contacts.

N = Do not use the extended faxing directory capabilities.

04 Allow Delayed Time Faxing?

Y = Allows the choice of either delaying or immediately faxing a form from FASPAC.

N = FASPAC will always send the fax immediately.

05 Default Time For Prompting?

Available only if you entered Y in field 04.

Enter a time in hours and minutes based on the 24 hour system. For example, 01:00 is one o’clock in the morning; 13:30 is one thirty in the afternoon.

06 Logo File Name For Use On Forms

Reserved for future use.

07 Prompt User For Fax Information?

Y = Forces users to validate the recipient information when sending faxes.

N = Users will not be forced to validate the recipient information, unless required information is missing.

Required information includes From name, To name, Fax Number/E-mail Address, and Cover Sheet name.

08 Print Address On Invoice?

Y = Print the customer’s address on invoices.

N = Do not print the customer’s address on invoices.

W = Print the customer’s warehouse address on invoices. If a warehouse address cannot be found, the company address is used.

S = Print the customer’s secondary warehouse address on invoices. If a secondary warehouse cannot be found, the company address if used.
09 Print Address On Statement?
  Y = Print your address on the form.
  N = Do not print your address on the form.
  W = Print your warehouse address on the form. If a warehouse address cannot be found, the company address is used.

10 Print Address On Purchase Order?
  Y = Print your address on the form.
  N = Do not print your address on the form.
  W = Print your warehouse address on the form. If a warehouse address cannot be found, the company address is used.

11 Print Address On Blanket P.O.?
  Y = Print your address on the form.
  N = Do not print your address on the form.
  W = Print your warehouse address on the form. If a warehouse address cannot be found, the company address is used.

12 Print Address On Order Ack.?
  Y = Print your address on the indicated form.
  N = Do not print your address on the form.
  W = Print your warehouse address on the form. If a warehouse address cannot be found, the company address is used.

13 Print Address On Customer Quote?
  Y = Print your address on the indicated form.
  N = Do not print your address on the form.
  W = Print your warehouse address on the form. If a warehouse address cannot be found, the company address is used.

14 Print Address On Requisition?
  Y = Print your address on the indicated form.
  N = Do not print your address on the form.
  W = Print your warehouse address on the form. If a warehouse address cannot be found, the company address is used.

15 Prefix Long Distance with 1?
  Y = Add 1 to the beginning of all long distance numbers.
  N = Do not add 1 to long distance numbers.
Error Messages

Program Aborted – VSI*FAX Not Found

VSI-FAX is not installed on your system. This program is available only if VSI-FAX has been installed.
Fax Modem Directory Maintenance (FX/MAI)

Use this program to maintain fax directories for vendors, customers, and miscellaneous contacts. When updating either vendor or customer directories, you must choose valid vendors or customers respectively. The miscellaneous directory allows you to enter anything.

For any of the Directories, the Department, Abbr Name, Fax To Name, and Fax To Number fields are determined entirely by you—FASPAC does not validate these items. Standardization of department names (such as AP or PURCH) will, however, make the directories easier for everyone to use. To change directories, SKIP back to the first field of the screen.

Entry/Inquiry Screen

Error Message:

System Fax Parameters Error PROGRAM ABORTED

If this message is displayed when you try to run FX/MAI, run SYS/FMS and enter Y in the “03 Use Extended Faxing Directory?” field.
**Field Explanation**

**Maintain (C)ustomer, (V)endor, or (M)isc Directory?**

Enter C, V, or M depending on the directory you want to update.

**Cust or Vend**

Enter a customer or vendor number, or press **CMD+L** to select from the list of valid numbers.

**Name**

**Addr**

**City**

**St**

**Phone**

These fields are displayed when accessing Customer or Vendor directories. They cannot be edited.

**Department**

Enter the department to which you will be faxing.

**Abbr Name**

Enter a name that will be used to alphabetically sort the name in field 01. This is required.

**01 Fax To Name**

Enter the first and last name of the person to whom you will be faxing.

---

**Note:** The fax to name will appear exactly as it is entered in this field.

**02 Fax Number**

Enter the fax number (xxx xxx xxxx). Do not enter the area code if this is a local call.

**Last Used Date**

The last time this directory entry was used for faxing. This field is updated by the system and cannot be changed.

**Last Changed By**

The user ID of individual who last edited this directory entry. This field is updated by the system and cannot be changed.

**Date**

The operating system date. This field is updated by the system and cannot be changed.
Fax Modem Confirmation

When sending a FASPAC document (such as a quote, order acknowledgment, or invoice) via fax, a “Fax Window” is displayed offering several options regarding the fax-from-name, fax-to-name, fax-to-number, and the time to send the fax.

### Field Explanation

**Fax Application**

The FASPAC application from which the fax originated displays and cannot be changed.

**Label**

A reference to the original document is displayed (customer number, PO number, invoice number, etc.)

**Number of Pages**

The number of pages being faxed displays and cannot be changed.

**Fax From Name**

The default is the FASPAC sign on name, but can be edited

**Fax To Name**

The default is the Business Contact in either CP/MAI or PO/VM, but can be edited. Press **Ctrl-L** to access the directory.

**Fax to Number**

The default is the Fax number in either the CP/MAI or PO/VM, but can be edited.
Time To Send Fax

The default is the time set up in SYS/FMS and can be edited. To send immediately, leave the field empty and press RETURN.

If SYS/FMS is not set to allow delayed time faxing, this field will be blank and cannot be edited.

Notes

Up to two lines of notes may be entered. The notes print on the cover sheet.

Sample FASPAC Cover Sheet

<table>
<thead>
<tr>
<th>FASPAC</th>
<th>FASPAC</th>
<th>FASPAC</th>
<th>FASPAC</th>
<th>FASPAC</th>
<th>FASPAC</th>
<th>FASPAC</th>
</tr>
</thead>
<tbody>
<tr>
<td>FROM</td>
<td>JOE THOMAS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FAX#</td>
<td>(619) 454-7891</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TO</td>
<td>TOM JONES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COMPANY</td>
<td>GENERAL ELECTRIC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUBJECT</td>
<td>Invoices</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>#PAGES</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOTES</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This document produced by software from FASPAC Systems, Inc.
**Sample Faxed FASPAC AR Invoice**

12:39 PM PDT  09/25/96  

<table>
<thead>
<tr>
<th>FASPAC SYSTEMS, INC.</th>
<th>5555 MY ADDRESS</th>
<th>SAN DIEGO</th>
<th>CA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invoice To: 1</td>
<td>Ship To: 001</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GENERAL ELECTRIC</th>
<th>GENERAL ELECTRIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>901 WAREHAM STREET</td>
<td>5500 GODOWN DRIVE</td>
</tr>
<tr>
<td>SUITE 100</td>
<td>SUITE E</td>
</tr>
<tr>
<td>CHICAGO IL 60646</td>
<td>CHELSEA MA 02150</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>P.O. Number</th>
<th>Ord Date</th>
<th>Slsmn F.O.B.</th>
<th>Ship Via</th>
<th>Freight Terms</th>
<th>Opr</th>
</tr>
</thead>
<tbody>
<tr>
<td>12005</td>
<td>08/28/96</td>
<td>300</td>
<td>TRUCK</td>
<td>PPD&amp;CHARGE</td>
<td>FP</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Item Number/Description</th>
<th>Qty Ord</th>
<th>Qty B/O</th>
<th>Qty Shp</th>
<th>Price/Um</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>25C200BCGOP</td>
<td>001</td>
<td>1000</td>
<td>0</td>
<td>3.39C</td>
<td>33.90</td>
</tr>
<tr>
<td>¼-20 x 2 CARRIAGE BOLT PLAIN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INVOICE TERMS</th>
<th>CONTACT</th>
<th>TOTAL AMT</th>
<th>DEPOSIT</th>
<th>MISC</th>
<th>CG</th>
<th>FREIGHT</th>
<th>TAXES</th>
<th>AMT DUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2% 10day-N30</td>
<td>TOM</td>
<td>33.90</td>
<td>100.00</td>
<td>0.00</td>
<td>133.90</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Use XMEM to enter essential cover sheet information along with a short memo for submission to the fax scheduler. XMEM is not designed to be a word processor; you may not want to use it to compose long faxes.

**Startup Command**

XMEM

**Cover Sheet**

TSI and TTI—to change, use the arrow keys to move to the appropriate field and type in a new value.

From and From Fax number—same as above.

To and To Fax number—same as above.

Subject—optional, press RETURN to go to the memo section.

**Memo Fields**

Enter text. To return to cover sheet input fields, press ESC-0.

**Cursor Position Commands**

^N move to next field

^P move to previous field

^W move to next word

^T move to previous word

^E move to end of line

Home move to beginning of line

arrows move cursor

PgUp move to top of memo

PgDn move to bottom of memo

End move to last line of memo

**Editing Commands**

^X delete current character

^G delete word right

^D delete to end of line

Bksp delete previous character

Insert toggles insert/type over mode
Refresh Commands
^L refresh screen
^R alternate screen refresh
Additional Features
display fax status report
display fax log report
memo management allows you to load, save, list or start a new memo
send delayed fax
send fax
exit memo management
Fax Monitoring Programs

The fax monitoring programs allow you to view the status of the fax modem and faxes, to cancel a fax, and to submit a failed fax. You access them from any FASPAC menu by typing **FAX** and pressing **RETURN**. You can also type **UTIL** and press **RETURN**, and then type **FAX** and press **RETURN**.

Choose the View Fax Scheduler Status option to display information about the fax scheduler (whether it is running or not), the fax modem device number, and the queued faxes. Only currently queued faxes are displayed in this program. Faxes that have been successfully transmitted or have failed after five attempts are not displayed. You must use the View Send Status options to view them.

Faxes that have been successfully transmitted, are being retried, or have failed after five attempts can be displayed through either the View Send Status For All Faxes option or through the View Send Status For Your Faxes option. The information for each fax listed includes a status message.

- The status message **NORMAL** indicates that the fax was successfully transmitted.
- The status message **RETRY**, **BUSY**, or **TIMEOUT** indicates that the fax modem has attempted to transmit the fax at least once and will try again.
- The status message **NOANSW MAXTRY** indicates that the fax modem was unable to successfully transmit the fax after having tried five times. This is a failed fax.

Queued faxes that have not yet been attempted will not display using the View Send Status programs. You must use the View Fax Scheduler Status program to view faxes that are sitting in the queue and have not yet been attempted.

A queued fax can be canceled through the Cancel a Fax option. A failed fax can be placed back in the queue through the Resubmit Failed Fax option. Once a fax is resubmitted, a status listing displays to confirm that the fax has been placed in the queue again.
VSI-FAX Modem Main Menu

Entry/Inquiry Screen

Your choices are:

- Display the status of the fax modem and list queued faxes not yet sent
- Display a list of all faxes that have failed or been successfully transmitted
- Display a list of your faxes that have failed or been successfully transmitted. Once this option is selected, the following displays: “You Selected To View Only Your Fax Requests. Please Select Full Detail or Summary Only (D/S)” This field will default to S (Summary) if left blank. The Summary option displays only the final status of the fax. This does not include active faxes. The Detail option shows all attempts at sending the fax and the result of each attempt. Active faxes that have been attempted at least once are also listed.
- Cancel a fax—enter the fax number of the fax to be canceled
- Resubmit a failed fax to the queue. You will be asked to enter the fax number of the fax to resubmit. If you simply hit RETURN, the system will use the same number that was used previously.
- Maintain a faxing group. This option allows you to create, edit, and print groups, as well as submit faxes to existing groups. A group can be created from a delimited import file. The format is: phone number|name|company
- Reset the fax modem
- Purge old faxes (inbound & outbound) and the fax log
- q Quit
View Fax Scheduler Status and Cancel a Fax

The display for the View Fax Scheduler and Cancel a Fax are the same except that Cancel a Fax also offers the option to cancel a fax.

Entry/Inquiry Screen

The fax scheduler is running
Default destination: fax1
device “fax1” using mt932 on /dev/tty13
is enabled since Mon Sep 11 16:11:36 1999
is accepting since Mon Jun 19 10:44:52 1999
is receiving since Mon Jul 10 15:19:00 1999

<table>
<thead>
<tr>
<th>FAX-NAME</th>
<th>INTERFACE</th>
<th>DEVICE</th>
<th>STATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>fax1</td>
<td>mt932</td>
<td>/dev/tty13</td>
<td>Sending (3574)</td>
</tr>
</tbody>
</table>

Request User ---Qtime--- ---Stime--- Att Pri
Result
fax1-3574 fpuser 09/26 11:56 09/26 11:56 0 M

Press RETURN to return to menu

View Fax Scheduler Status

1. Select View Fax Scheduler Status (option 1) from the Fax Modem Main Menu.
2. Displays the status of the fax modem and faxes not yet transmitted.
3. Press RETURN when finished viewing.

Cancel a Fax

1. Select Cancel a Fax (option 4) from the Fax Modem Main Menu.
2. Press RETURN to exit the Cancel a Fax option.
Field Explanations

View Fax Scheduler Status

The following fields are updated by the system and cannot be modified.

FAX-NAME
The device name assigned to the fax modem

INTERFACE
The Fax Modem program name

DEVICE
The device number assigned to the fax modem

STATE
The status (running or idle) of the fax modem

Request
The request id number of the fax that was assigned by the system

User
The UNIX login id of the person who sent the fax

Qtime
The date and time the fax was queued to the modem

Stime
The date and time of the last attempt to send the fax

Att
The number of times the modem has attempted to send the fax

Pri
The priority is always M (medium).

Result
The following result codes may appear:

<table>
<thead>
<tr>
<th>String Code</th>
<th>Numeric Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NORMAL</td>
<td>1</td>
<td>Normal (successful completion)</td>
</tr>
<tr>
<td>CANCEL</td>
<td>2</td>
<td>Canceled while queued</td>
</tr>
<tr>
<td>CANCEL</td>
<td>3</td>
<td>Canceled while sending</td>
</tr>
<tr>
<td>BUSY</td>
<td>4</td>
<td>Line busy</td>
</tr>
<tr>
<td>String Code</td>
<td>Numeric Code</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>--------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>LINDRP</td>
<td>5</td>
<td>Line drop</td>
</tr>
<tr>
<td>NOTFAX</td>
<td>6</td>
<td>Not a fax at other end</td>
</tr>
<tr>
<td>NOANSW</td>
<td>7</td>
<td>No answer</td>
</tr>
<tr>
<td>VOICE</td>
<td>8</td>
<td>Voice answered</td>
</tr>
<tr>
<td>NODIAL</td>
<td>9</td>
<td>No dial tone</td>
</tr>
<tr>
<td>REMREJ</td>
<td>10</td>
<td>Remote fax rejected</td>
</tr>
<tr>
<td>FIMERR</td>
<td>11</td>
<td>FIM failure</td>
</tr>
<tr>
<td>BADREQ</td>
<td>12</td>
<td>Bad request file</td>
</tr>
<tr>
<td>UNDER</td>
<td>15</td>
<td>Under run</td>
</tr>
<tr>
<td>BADMDM</td>
<td>16</td>
<td>Modem problems</td>
</tr>
<tr>
<td>TMEOUT</td>
<td>17</td>
<td>Modem time-out</td>
</tr>
<tr>
<td>FIMDIE</td>
<td>18</td>
<td>FIM died</td>
</tr>
<tr>
<td>FIMUNA</td>
<td>19</td>
<td>FIM not available</td>
</tr>
<tr>
<td>SCHERR</td>
<td>20</td>
<td>Scheduling error</td>
</tr>
<tr>
<td>NOFILE</td>
<td>21</td>
<td>Cannot open file</td>
</tr>
<tr>
<td>BADFIL</td>
<td>22</td>
<td>Bad file format</td>
</tr>
<tr>
<td>MODIFY</td>
<td>23</td>
<td>Expired while sending</td>
</tr>
<tr>
<td>MODIFY</td>
<td>24</td>
<td>Expired while queued</td>
</tr>
<tr>
<td>USRTRM</td>
<td>25</td>
<td>User-Requested termination</td>
</tr>
<tr>
<td>QUEUED</td>
<td>31</td>
<td>Job queued</td>
</tr>
<tr>
<td>SNDING</td>
<td>32</td>
<td>Job currently being sent</td>
</tr>
<tr>
<td>SUBMIT</td>
<td>33</td>
<td>Job currently being imaged</td>
</tr>
<tr>
<td>BADIMG</td>
<td>34</td>
<td>Imaging failure</td>
</tr>
</tbody>
</table>

Cancel a Fax

Enter Fax Request Number to Cancel
Enter the fax number to be canceled.
Fax History Log Menu/View Send Status/Resubmit Failed Fax

Entry/Inquiry Screen

1. An internal ID number that is automatically assigned by VSI-FAX.
2. The fax number that was dialed.
3. The user ID of the person who sent the fax.
4. This line indicates whether or not the fax transmission was successful. A status of “Normal” means that the fax was transmitted successfully; any other status indicates an unsuccessful transmission.
5. The date the fax was sent.
6. The time the fax was sent.
7. The type of document that was faxed (PO, quote, invoice, or statement).
8. The reference number of the PO, quote, invoice, or statement.
9. The warehouse from which the fax was sent.