
User manual

HandFax™ 1.0

Beta version ... not complete

Mobile Faxing System for PalmPilot™



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HFX-10beta, MFM-970529

Preface

Carry a fax-sending machine in your pocket

Congratulations and thank you for choosing HandFax™. Now you can carry a fax-sending machine in your pocket!

HandFax turns your PalmPilot connected organizer into one of the smallest, most portable fax-sending machines in the world. Take HandFax with you wherever you go and you'll be able to send faxes anytime. It's fast, easy to use, and takes the chore out of sending messages when you're away from the office. No more time wasted hunting down the nearest fax machine or public fax service — just plug your PalmPilot and modem into any phone jack and hit "send".

Use HandFax to write your own faxes, or fax memos you've written with the PalmPilot's Memo Pad program. HandFax lets you look up names and phone numbers from the Address Book, and it automatically adds relevant cover sheet, subject, and sender information to your faxes. You can even print PalmPilot documents by faxing them to your hotel or office fax machine!

About this manual

To be completed

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1 Overview

What is HandFax for PalmPilot?

HandFax is a fax-sending application specifically designed to run on U.S. Robotics Pilot 5000 and PalmPilot-series computers. Due to memory limitations in these machines, HandFax does not *receive* faxes.

Here is a list of HandFax features:

- Faxes directly from all Pilot 1000, 5000, and PalmPilot-series connected organizers
- Completely compatible with all Class II faxes machines
- Sends Memo Pad documents
- Looks up names and phone numbers in the Address Book
- Offers optional cover page
- Keeps a complete log of fax transactions
- Includes a convenient Outbox that stores faxes so you can edit and send them later
- Supports Calling Cards

2 Installation

System requirements

To run HandFax for PalmPilot you will need:

- A U.S. Robotics Pilot 1000, 5000, PalmPilot Personal, or PalmPilot Professional computer with around 50-60 Kb of free RAM
- A PalmPilot modem or other compatible fax modem
- A PalmPilot modem cable (U.S. Robotics part no. 1011U) if you use a modem other than the PalmPilot clip-on
- A Windows or Macintosh computer with a standard PalmPilot cradle connection, HotSync, and InstApp software (these are only used for copying HandFax onto your PalmPilot)



Package contents

In this package, you will find:

HF100.prc	The HandFax application to install on your PalmPilot
Readme.txt	General product information
User manual	Complete instructions on how to use HandFax
Register.txt	Product registration form
License.txt	HandFax user license

Notation conventions in this manual:

If you are already a PalmPilot user, then you should be familiar with the terms used in this manual. Just to make sure, here are a few that we have used frequently:

Term or symbol	Meaning
	This is the PalmPilot "Menu" icon
Tap	On a PalmPilot, you "tap" on the touch-sensitive screen with a stylus, just as you would "click" with your mouse in most personal computer software.
"Graffiti Strokes"	Graffiti is the character recognition mechanism used by the PalmPilot to turn your stylus strokes into letters. The standard way to show you what to "type" is like this: 

Installing HandFax your PalmPilot

We recommend that you make a backup of the information on your PalmPilot before installing HandFax (or any other application).





HandFax software operates entirely on your Pilot machine. There is no interaction with your desktop computer — except during installation. At that time, you will need to connect your PalmPilot to your PC or Macintosh computer in order to run HotSync and upload the HandFax .PRC file to your PalmPilot. The instructions below therefore apply to both Windows and Macintosh users.

Follow these steps to install HandFax:

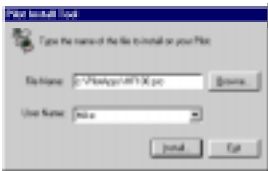
- 1. Place the PalmPilot in its cradle, and connect the cable to your Windows or Macintosh desktop computer
- 2. Copy the file HF100.prc to your hard disk (you may also install it from a floppy drive)



3. Start the application installer in your desktop computer.
 The PalmPilot application installer on Macintosh is called InstallApp

 Windows users should run InstApp.exe

- 4. Use the **Browse** button to locate and select the file HF100.prc:



Click on **Install** and confirm your selection. HandFax will be copied to your PalmPilot next time you run HotSync.

Perform a HotSync to load the application onto your machine:



- 1. Start the HotSync Manager application in your desktop computer
- 2. Press the HotSync button on the PalmPilot cradle to begin file transfer

NOTE In case HotSync fails, please see the **Troubleshooting** chapter

Upgrading from an earlier version

For the “cleanest” possible installation, we recommend that you remove earlier (i.e. beta) versions of HandFax from your PalmPilot before you load HandFax version 1.0.

Run the PalmPilot **Memory** application, select **Delete apps**, and remove HandFax. Then proceed with installation of the new version. IN some cases, you may need to perform a “hard reset” for HandFax to work correctly.

Starting HandFax

PROGRAM ICON GOES HERE Start HandFax by tapping on the HandFax icon in your PalmPilot.

Product serialization

The first time you start HandFax, you will be asked to enter your product’s serial number:

NOT IMPLEMENTED
FOR BETA SOFTWARE

Serial numbers are given in this format: ####-#####-####

If you bought an off-the-shelf boxed version, then you will find the serial number in the license envelope inside your package. If you purchased an electronic version of HandFax through an on-line reseller, you should have received a serial number at that time.

3 Quick start

This chapter describes how to send a fax quickly and easily, without going too far into the finer details of configuring your HandFax. In fact, you can start sending faxes as soon as you install HandFax, without any complicated configuration at all. To cover the basics, this chapter covers:

- 1. How to use your fax-modem
- 2. How to write and send a fax

Modem setup

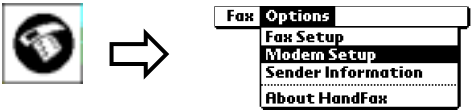
The first thing to do when you start HandFax is to make sure it recognizes your fax-modem correctly.

HandFax may be used with a wide variety of fax-compatible modems, without any particular restrictions on brand, speed or type of modem. The instructions given here should work without problem with most modems on the market. You may have to consult the user manual for your modem if this does not work for you.

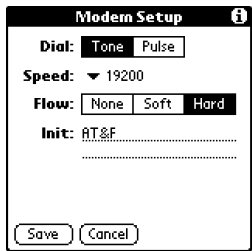
By default, HandFax is configured to use the PalmPilot clip-on modem from U.S. Robotics.

Follow these steps to check your modem's setup:

- 1. Start HandFax by tapping on the HandFax icon.
- 2. Tap on the PalmPilot's **Menu** icon and select **Options** ⇒ **Modem setup**:



2. The following dialog box will appear:

A screenshot of the 'Modem Setup' dialog box. It has a title bar with 'Modem Setup' and an information icon. Inside, there are four sections: 'Dial:' with 'Tone' and 'Pulse' buttons; 'Speed:' with a dropdown menu showing '19200'; 'Flow:' with 'None', 'Soft', and 'Hard' buttons; and 'Init:' with a text field containing 'AT&F'. At the bottom are 'Save' and 'Cancel' buttons.

Fill in the setup fields as described here:

- Dial** Tap on **Tone** to dial using beep tones. Tap on **Pulse** to select rotary dialing.
- Speed** Tap on the current baud rate (such as ▼ 19200) to open a pop-up menu with other available speeds. Select the speed appropriate for your modem. The maximum speed supported by fax machines is 14000 baud. If you use the PalmPilot modem, select 9600 baud.
- Flow** *Flow control* is used to keep modem buffers from overflowing when transferring data. Select the flow control you need by tapping on the appropriate box:
- None:** no flow control
- Soft:** software flow control (XON/XOFF)
- Hard:** flow control is handled through cabling (RTS/CTS). This is the most frequent choice.
- Init** Use the default string (AT&F) for PalmPilot modems. Try leaving this field blank at first for other modems. If that does not work, you may enter a modem initialization string for your particular modem depending on your needs. These strings are modem-dependent, and we

recommend that you consult the reference manual for your particular modem if you experience difficulty.

Click on **Save** when you are done, or on **Cancel** to discard any changes you may have made.

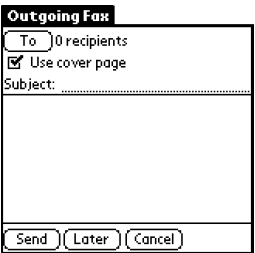
Note: The above information is also contained in the PalmPilot's "Tip" screen, which you may read by tapping on the **i** in the upper right corner.

Creating and sending faxes

1. Create a new fax by tapping on the PalmPilot **Menu** icon and selecting **New fax**:



2. This opens the screen shown here:

A screenshot of the 'Outgoing Fax' screen. It has a title bar 'Outgoing Fax'. Below the title bar are three fields: 'To: 0 recipients', 'Use cover page' (with a checked checkbox), and 'Subject:'. Below these fields is a large empty rectangular area. At the bottom are 'Send', 'Later', and 'Cancel' buttons.

3. Enter the recipient's name and fax number by tapping on **To**:

You may manually enter the **Name**, **Company**, and **Fax Number** by in the fields directly with your stylus:

Name, Company

Enter your correspondent's name and company name (these fields are optional)

Fax Number Enter your correspondent's fax number here. Use a comma (,) to insert a two-second pause if you need to use a prefix to obtain an outside line or dial internationally. For example: 0 , 5551212

Calling cards are discussed further in this manual.

Lookup Click on Lookup to select from the list of available contacts with fax numbers from the PalmPilot Address Book application.


4. Click on **Ok** when you are done.
5. Enter a Subject for your fax (optional)
6. Add body copy in the text-editing zone.
7. Click on **Send** to send your fax now, on **Later** to store is temporarily in the Outbox (described further on), or on **Cancel** to discard the new fax entirely.

Faxing Memo Pad files

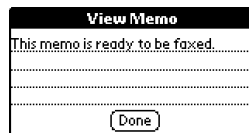
You can use HandFax to fax documents that you have written using the PalmPilot Memo Pad application. Memos are sent on the pages following the cover page (if you selected to use a cover page), but may also be sent "as is" without a cover page.

Upon startup, HandFax displays a list of the memos stored in the PalmPilot Memo Pad application, as shown here:

Notice that the **Memos Log** switchbox indicates that you are currently looking at the Memo list (and not at the Activity log).

1. Tap once to highlight the memo you want to fax, then click on **Fax selection**.
2. This creates a new fax in the same way as if you had used **Menu** ⇒ **Fax** ⇒ **New Fax** as described earlier. However, you can tell that there is an attached memo because you will see an  icon next to the header information:

You may click on the attachment icon in order to view the attached memo file, as shown here, but you may not edit it.



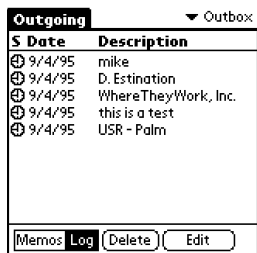
Tap on **Done** to return to the main outgoing fax page.

3. Enter a subject and text body, then tap on **Send** to send your fax now, on **Later** to store it temporarily in the Outbox (described below), or on **Cancel** to discard the new fax entirely.

Using the outbox

It may be convenient for you to be able to write and prepare faxes now and send them later (i.e. when there is an available telephone line). HandFax has an Outbox for storing outgoing faxes until you want to send them. You may edit Outbox message contents, but not attached memos.

To store a fax in the Outbox, tap on **Later** instead of **Send** when you are done. HandFax automatically switches the view to the Outbox when you choose **Later**. Here is what the Outbox looks like with several pending faxes:



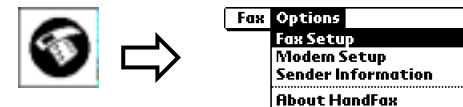
4 Additional configuration

Identifying HandFax as a fax machine

HandFax simulates a standard desktop fax machine in many ways, including containing identification information that appears in the upper margin of received faxes, as shown here:

...TO BE COMPLETED... EXCUSE THE NUMBERING

8. Enter your Fax ID into HandFax by tapping on the PalmPilot **Menu** icon and selecting **Fax Setup**:



9. Enter your Fax ID on the first line of the Fax Setup screen as shown here:



Cover page information

Sender details

...TO BE COMPLETED...

These details help recipients quickly identify you as the fax sender, and provide a convenient way for you to make sure they have your coordinates in order to respond.

1. Tap on the PalmPilot's **Menu** icon and select **Options** ⇒ **Sender Information**:



2. This opens the following dialog box:

A screenshot of a dialog box titled 'Sender Information' with a question mark icon. It contains five labeled text input fields: 'Name:', 'Company:', 'Fax Number:', 'Phone Number:', and 'Address:'. The 'Address:' field is multi-line. At the bottom are 'Save' and 'Cancel' buttons.

Name Your name
Company Your company
Fax number Your fax number
Phone Your phone number
Address Your address

This information will be printed on the cover sheets of the faxes you send. It is not essential to HandFax configuration.

Tap on **Save** when you keep any changes you make here, or **Cancel** to discard them.

Recipient details

...TO BE COMPLETED...

- The information from the To field
- The subject
- The text body from the comment zone

5 Using Calling cards

HandFax offers full support for telephone calling cards. Due to the wide variety of different calling cards on the market, we have taken care to allow you to adapt your configuration to handle nearly any of the number-entry formats used by calling card providers today. For example, one calling card may require you to enter numbers in this format:

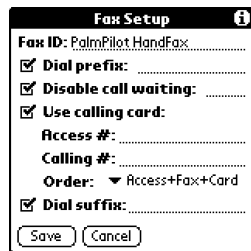
Dial **access** No. + Enter **card** No. + Dial **destination** No.

While another may require something like this:

Dial **access** prefix + Dial **Destination** No. + Enter secret **code**

HandFax makes it easy for you to set the order for sending access numbers, card numbers, prefixes, and even suffixes.

1. Enter calling card information in the Fax Setup screen shown here (Menu ⇒ Fax Setup):



2. Fill in the fields as necessary:

Dial prefix This number is the first number dialed by HandFax. Use a comma (,) to insert a brief pause if you need to obtain an outside line or dial internationally. For example: "9," or "011,"

Disable call waiting

If you want your modem to ignore call-waiting services if someone calls your phone line while you are sending a fax, check this option and enter the proper modem code in the field to the right (followed by a comma). This code is often "1170", but you may want to check your modem's user manual to be sure.

Use calling card

To place your outgoing call using a calling card, check the box next to Use calling card, and then fill in the **Access number** and **Calling card** number.

Acces # enter the number here. You must enter the access number and the secret code in this field. Enter the destination phone number when you create your fax.

Card # Enter your calling card code number in this field.

Order Use this option to select the order in which HandFax dials the numbers you specify.

Dial suffix This number will be dialed after all the others.

Click on **Save** to keep any changes; click on **Cancel** to discard them.

6

Activity log

TO BE COMPLETED

7

Miscellaneous

PalmPilot shortcuts

Although HandFax reads fax numbers right from the PalmPilot address book, it may be convenient for you to add other frequently-typed text as a “shortcut” that you can paste easily into the application. For example, you could enter “shortcuts” for your own signature, reoccurring message subjects, or phone numbers. To do this:

1. Tap on the PalmPilot’s **Prefs** icon
2. Select **ShortCuts** from the ▼ **General** pick list in the upper right-hand corner. Add shortcuts for any text you type frequently. Text you enter here may then be inserted quickly into HandFax.

Copy and paste

Another easy way to place existing text into HandFax is to use the PalmPilot’s *copy and paste* functions. Wherever applicable, you may perform a copy and paste operation to copy information from any other application into HandFax. For example:

1. Open desired PalmPilot application, locate the information you would like to copy, and select the text using your stylus
2. Tap on **Menu**
3. Select **Edit, Copy**
4. Tap on the HandFax program icon, and navigate to the screen where you would like to place the text
5. Tap on **Menu**
6. Select **Edit, Paste** to place the information into HandFax

8 Modem setup

Cabling

The easiest modem to use with the PalmPilot is, of course, the clip-on PalmPilot modem. If you do not use a PalmPilot modem, we recommend one of the following three ways for connecting your PalmPilot to a modem:

1. Use a U.S. Robotics modem cable (part no. 1011U). This cable allows you to connect the PalmPilot directly to a modem.
2. Use the standard PalmPilot cradle adapter, and attach a null-modem adapter to the end of the cable.
3. Use a HotSync cable, and attach a null-modem adapter.

It is important to configure your modem to not drop DTR (Data Terminal Ready). Usually this can be done through a proper modem init string, or by setting Dip switches on the modem. If DTR is not configured properly, you will get an error.

Sample initialization strings

The table below lists modems and the initialization strings that we have used successfully. Due to the wide variety of modems on the market, and the differences between ISPs, this is only a partial list.

Modem type	Initialization string and settings
Olitec	Init: AT&F&K3&D0 Flow: Hard Speed: 38400
Global village Teleport/Mercury	Init: AT&K3 Flow: Hard Speed: 9600

Apple Newton Modem (2400)	Init: AT&C1S12=12W2&K0&Q0 Flow: None Speed 2400
Kortex 14400	Init: AT&F Flow: Hard Speed: 19200
Cardinal	No string
Intel 144/144	No string
Motorola BitSurfer	Init: AT&D0&Q3&C1
U.S. Robotics PalmPilot modem	Init: AT&FX4
U.S. Robotics Sportster SI	Init: AT&F&K3+H0X4
U.S. Robotics Sportster 28.8	Init: AT&F&D0&A1&B1&H1&M4X4
Practical Peripherals	Init: AT&FX4
Megahertz	Init: AT&FX4
Hayes Smartmodem	Init: AT&FX4

Modem initialization strings

9 Troubleshooting

For answers to miscellaneous technical questions, please also read the file FAQ.txt delivered with HandFax.

Misleading “not enough memory” error

As explained in Chapter 2, you need to use the U.S. Robotics InstApp program on your desktop computer in order to install HandFax onto the PalmPilot.

In certain situations, the HotSync operation which uploads HandFax to the PalmPilot may fail due to a “lack of available memory” in the PalmPilot. This may occur even when the PalmPilot indicates that it has enough storage space for HandFax. There may be a large amount of total free memory in your machine, but due to a memory fragmentation problem there might not be a single memory area large enough to hold the application.

You have several options:

1. Contact U.S. Robotics for a software update. This problem has been fixed in system update 1.0.6 and higher. System updates may be obtained from their web site (www.usr.com/palm) in the download section.
2. Delete unused applications from your PalmPilot and reinstall HandFax.
3. Delete all add-in applications and reinstall them. If this still does not work, try re-installing them in a different order.

“Hidden” data-entry mistakes (multiple-line entries)

HandFax has several error messages (listed in the next section) which tell you to check and make sure that you entered your connection information correctly. There are two ways to see if there are more characters in a field than those that are visible on the first line:

1. Use the stylus to place the cursor at the beginning of a field, then drag the stylus out of the field and down. This will scroll through the entire field and you will be able to see additional lines. If an entry contains characters after those you intended to type, place the cursor at the end of the line, and use the Graffiti backspace stroke (—) to erase them.
2. Place the cursor in the desired field and use Graffiti strokes cursor left (↶) and cursor right (↷) to navigate.

HandFax messages

THIS SECTION WILL CONTAIN

Some are error messages that indicate some sort of problem; others are purely for your information. They are listed in alphabetical order.

Technical support

Policy

We provide standard technical support for HandFax free of charge for 30 days after purchase. Due to the volume of calls, priority is given to questions asked via e-mail.

Support for HandFax may be obtained from either our US or European offices, and by phone, fax, or e-mail.

Please register your product so we can keep you informed on how to obtain upgrades and free patches.

Contacting technical support

You may contact our technical support staff at the following addresses:

United States

Smartcode Software, Inc.
 P.O. Box 1513
 Highland Park, Illinois 60035
<http://www.smartcodesoft.com>
support@smartcodesoft.com
 Phone: (847) 945-3516
 Fax: (847) 945-6889

Europe

Smartcode Technologie, S.A.
 Cap Alpha
 Avenue de l'Europe, Clapiers
 34940 Montpellier, France

 Phone: +33 4 67.59.30.92
 Fax: +33 4 67.59.30.48
<http://www.smartcode.fr>
support@smartcode.fr

10Registration form

Copy or print this form, fill it in, and mail or fax it back to us in order to register your copy of HandFax.

Fax in U.S.: (847) 945-6889
 Fax in Europe: +33 4 67.59.30.48
 E-mail: register@smartcodesoft.com

Serial No. _____
 Your name: _____
 Title: _____
 Company name: _____
 Address _____

 City _____
 State/Province _____
 Zip/Postal code _____
 Country _____
 Phone: _____
 Fax: _____
 E-mail: _____
 Where did you purchase your product? _____
 How did you hear about HandFax? _____
 What Pilot and desktop computer (PC, Mac)? _____
 What modem do you use? _____

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