

# **CimFAX Fax Server**

## **User Manual**

*(V5.0)*

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CimFAX Fax Server User Manual (V5.0)

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Please write down the serial number, model and purchase information in the blank area. Model and serial number can be found on the bottom of the product.

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## **CimFAX Fax Server**

Product model: \_\_\_\_\_

Product serial number: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Place of purchase: \_\_\_\_\_

Distributor: \_\_\_\_\_

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## Safety precautions

Please read the following information before deploying the products.

Beware of the warnings and use the product in accordance with instructions labelled on the hardware.

### Warnings:

- Do not expose the equipment to liquid, moisture or high humidity.
- The equipment must be placed on a stable platform in case of sliding and breaking.
- Overheating prevention: slots on equipment are for cooling and circulating. Please do not jam or cover these slots. Besides, please keep the equipment away from warming or heating objects.
- Nothing but the specified accessories could be inserted into the ports of the equipment.
- Please use the supplied power adapter. Uncertified third-party adapter may cause short circuit, even fire or electrical shock.
- Do not splash liquids of any kind on the equipment.
- To avoid damaging or loosening of internal elements, do not place the equipment on vibrating surface.

### Power Supply Requirements

- This equipment works only with the voltage stated on the label. If you are not sure about what the voltage is in your office or home, please consult local distributor or electric power department.
- Do not use the power adapter in moisture environment.
- Power adapter for this product could be plugged in two- or three-wired grounding receptacle. Please make sure that the receptacle is correctly grounded.

**Caution!** Ground pin guarantees safety. Using ungrounded receptacle may cause interference, electric shock and/or injuring.

*Note: Ground pin also helps shield the products from possible interference noise generated by other electronic devices nearby.*

## Maintenance

Do not repair the equipment by yourself. Unappropriated disassembly may cause short circuit or other dangerous consequences. If there is any problem, please contact our technical. In any of the following cases, unplug the power adapter and contact our technical support:

- Power cable or receptacle is broken.
- There is liquid penetrated into the equipment.
- Rain or water dripped into the equipment.
- The equipment falls onto the ground or the shell is broken.
- The equipment malfunctions and needs maintenance.
- The equipment doesn't work though deployed and handled in compliance with the manual.

## Brief introduction of the user manual

Thank you for buying CimFAX fax server. CimFAX fax server is designed for SMEs and branches of large companies. It works independently as a network server, supports one or multiple PSTN lines and makes users send and receive faxes simultaneously from different workstations. It's an ideal choice for enterprises with large amounts of fax tasks to improve productivity and reduce daily costs.

CimFAX fax server is very easy to deploy and configure. Before installing, please read the manual carefully so that you can use all the features.

**Usage:** This manual helps to familiarize appropriate use of CimFAX fax server.

**Note:** *All the servers mentioned in this manual are CimFAX fax server, if not specified otherwise.*

## Contents

<b>Package Contents.....</b>	<b>1</b>	<b>CimFAX on Windows .....</b>	<b>32</b>
<b>1. Product Description .....</b>	<b>2</b>	5.1 Administrator Login.....	33
1.1 Product Introduction .....	3	5.2 Server Network Settings .....	35
1.2 Functions.....	4	5.3 Server Datetime Settings.....	37
1.3 Technical Specification .....	5	5.4 Fax Options.....	38
<b>2. Equipment Setup.....</b>	<b>10</b>	5.5 SMTP Settings .....	40
2.1 Setting up Environment .....	11	5.6 User Accounts Management .....	41
2.2 Setting up CimFAX Fax Servers..	12	5.7 System Upgrade.....	42
2.2.1 Standard Edition		5.8 Temporary Factory Reset.....	43
A5/B5/C5/C5S .....	12	5.9 Servers Binding.....	44
2.2.2 Professional Edition H5/H5S		5.10 Fax Queue .....	46
.....	15	5.11 Fax History.....	47
2.2.3 Professional Two-line		<b>6 Instructions for CimFAX on</b>	<b>48</b>
Edition T5/T5S and Ultimate		<b>Windows</b>	
Two-line Edition W5/W5S.....	16	6.1 User Login .....	49
<b>3. Software Installation (on</b>	<b>19</b>	6.2 Changing Password.....	50
<b>Windows) .....</b>		6.3 Import Contacts.....	51
3.1 Disc Contents .....	20	6.4 Signature Library .....	52
3.2 System Requirements.....	20	6.5 Fax to Email.....	55
3.3 Software Installation Steps....	20	6.6 Program Options .....	56
<b>4 Software Installation (on MacOS)</b>	<b>25</b>	6.7 Scan Settings.....	58
4.1 Disc Contents .....	26	6.8 Fax Format Conversion.....	59
4.2 System Requirements.....	26	6.9 Sending Faxes .....	60
4.3 Software Installation Steps.....	26	6.9.1 Send fax from printing	
<b>5 Configuration Guide for</b>		documents .....	60

6.9.2 Send fax from selecting document.....	61	7.1 Check CimFAX Server Version and Status.....	76
6.9.3 Send fax from scanning.....	61	7.2 Set up User Accounts .....	77
6.9.4 Choose or enter recipients.	62	7.3 Fax Settings.....	78
6.9.5 Signature and stamps .....	64	7.4 Fax to Email Settings .....	79
6.9.6 Add a page.....	65	7.5 Network Settings.....	80
6.9.7 Rotate Page .....	65	7.6 Set up Time and Region.....	81
6.9.8 Fax options.....	66	7.7 Check Fax Queue.....	82
6.9.9 Outbox and sending status	67	7.8 Check Fax History .....	83
6.10 Receiving Faxes.....	68	7.9 Create Device Voice Log .....	84
6.10.1 View faxes.....	68	7.10 Check Device Log.....	85
6.10.2 Reply and forward.....	68	7.11 Add Advanced Variables .....	86
6.10.3 Save faxes .....	68	7.12 Update Firmware .....	87
6.10.4 Print faxes .....	68	7.13 Create and Import Contact .....	88
6.10.5 Add a contact.....	69	7.14 Send Fax .....	90
6.10.6 Add remarks .....	69	7.15 Receive Fax.....	101
6.10.7 Send fax by email.....	70	7.16 Change Software Language .....	103
6.10.8 OCR options.....	71	7.17 Set up Automatic Export .....	104
6.11 Public Faxes Distributing.....	72	<b>8. Fax Mode .....</b>	<b>105</b>
6.12 Faxes Auto Export.....	73	8.1 Auto Answer .....	106
6.13 Language Configuration .....	74	8.2 Manual Answer .....	106
<b>7. Instructions for CimFAX on Mac</b>	<b>75</b>	<b>9. FAQ .....</b>	<b>107</b>

## Package Contents

Please open the package carefully and take out the contents.

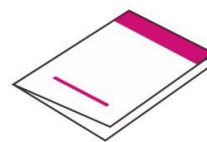
If any of the followings is missing, please contact the seller immediately.



Fax Server



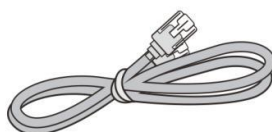
Installation CD-ROM



Quick Installation Guide



Power Adapter



Ethernet Cable



Telephone Cable

## **1. Product Description**

This chapter describes features, functions and technical specifications of CimFAX fax server.

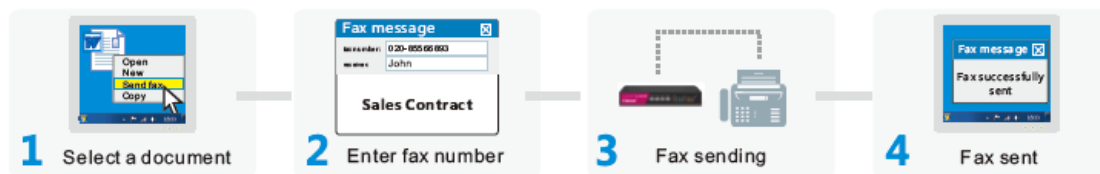


## 1.1 Product Introduction

CimFAX is a new generation fax server based on embedded technology and designed to meet the fax requirement of small- and medium-sized companies and branches of large companies. CimFAX fax server integrates fax, telephone and network technology, capable of all the work of traditional fax machine. With a processor and fast Ethernet, it is an IP enabled server that runs independently. It supports multiple users sending and receiving faxes simultaneously and has models of one or more ports.

CimFAX sends and receives e-documents, which helps cut down large amount of costs on paper. Besides, desktop faxing can improve the productivity to a great extent. Paperless faxes have high resolution. What's more, it automates archiving on PC, making it easy to backup, archive and retrieve. Compared with other fax software, our software- and hardware-integrated CimFAX fax server is more stable, has better compatibility and works flawlessly for longer time while consumes less power. CimFAX has capabilities equivalent to large-size fax servers but costs less. Therefore, CimFAX is the ideal choice for enterprises with large amount of fax businesses.

### Send fax



### Receive fax



Fig. 1.1 Fax sending and receiving diagram

## 1.2 Functions

- **Network sharing**

With a CimFAX fax server installed on your local network, multiple fax users in your office can send faxes from their workstations simultaneously.

- **Auto distributing**

Administrator can set up extensions for all users. When the caller dials the fax number + extension of the user, the server will auto route the incoming fax to the right user.

- **Fax queue**

Multiple faxes submitted to the server will auto queue up for sending. Users don't have to wait or manually resend. Faxing status will be marked in real-time.

- **Virtual print**

CimFAX can virtually print the doc, pdf, excel, png or jpg files out as fax you selected.

- **Digital signature**

Users can create a signature library with password protection in CimFAX client and sign the e-documents directly on computer or phone.

- **Scan to send**

Put the paper in the scanner connected to the computer and choose scan to send in CimFAX client software, then the paper will be sent out as fax.

- **Fax scheduling**

Users can schedule to send fax and receive faxes at a designated time range.

- **Fax broadcasting**

Users can send faxes to multiple contacts at one click.

- **Auto IP dialing**

The server can auto dial IP for distance numbers, reducing users' communication costs.

- **Auto fax to email**

Users can set up fax to email and receive faxes through email when not on site.

- **Auto answer**

When there's an incoming fax call, the server will auto answer to either receive or voice to prompt the callers to enter extension number.

- **Manual answer**

Connect a telephone to the server by a telephone cable and you can initiate manual answer mode. Faxes can be sent to the extension number the answering personnel pressed.

- **Fax export**

With 128-bit encryption protection of the fax database, your business privacy is strongly secured. Faxes can also be auto export to local or network shared folder as tif or pdf files.

- **API \***

API interface and SDK are provided to seamlessly integrate with companies' information system.

***Note:** Function with icon “\*” is available only on W5 and W5S Editions.*

To learn more, please visit: **[www.cimfax.com](http://www.cimfax.com)**

## 1.3 Technical Specification

Spec/Models	Standard Edition A5	Standard Edition B5
Storage ◇	256MB	1GB
Users Δ	5	10
Line Port	1 port	1 port
Fax Speed ▲	14.4kbps	14.4kbps
Resolution	98/196DPI	98/196DPI
Caller ID Format	DTMF, FSK	DTMF, FSK
Power Adapter Specification	12V AC/DC	12V AC/DC
Maximum Power Consumption	5W	5W
Network Port	Ethernet RJ45x 1	Ethernet RJ45x 1
Fax Port	PSTN RJ11x1	PSTN RJ11x1
Dimension	18×10.5×2.8 cm	18×10.5×2.8 cm
Weight	495g	495g
Ambient Temperature	0°C~40°C	0°C~40°C
Ambient Humidity	5%~90% RH	5%~90% RH
Storage Temperature	-40°C~80°C	-40°C~80°C
Fax to Email	SMTP	SMTP
C/S Mode	√	√
B/S Mode		
Software API Port		
Local Server Binding		
Distant Servers Binding		

◇ The number of users licensed is stated on the outer package.

Δ Storage is slightly different in accordance with software versions.

▲ Fax speed is subject to the quality of the fax line.

Specs/Models	Standard Edition C5	Standard Edition C5S
Storage ◇	2GB	4GB
Users Δ	20	20
Line Port	1 port	1 port
Fax Speed ▲	14.4kbps	14.4kbps
Resolution	98/196DPI	98/196DPI
Caller ID Format	DTMF, FSK	DTMF, FSK
Power Adapter Specification	12V AC/DC	12V AC/DC
Maximum Power Consumption	5W	5W
Network Port	Ethernet RJ45x 1	Ethernet RJ45x 1
Fax Port	PSTN RJ11x1	PSTN RJ11x1
Dimension	18×10.5×2.8 cm	18×10.5×2.8 cm
Weight	495g	495g
Ambient Temperature	0°C~40°C	0°C~40°C
Ambient Humidity	5%~90% RH	5%~90% RH
Storage Temperature	-40°C~80°C	-40°C~80°C
Fax to Email	SMTP	SMTP
C/S Mode	√	√
B/S Mode		
Software API Port		
Local Servers Binding		
Distant Servers Binding		

◇ The number of users licensed is stated on the outer package.

Δ Storage is slightly different in accordance with software versions.

▲ Fax speed is subject to the quality of the fax line.

Specs/Models	Professional Edition H5	Professional Edition H5S
Storage ◇	4GB	8GB
Users Δ	100	100
Line Port	1 port	1 port
Fax Speed ▲	33.6kbps	33.6kbps
Resolution	98/196DPI	98/196DPI
Caller ID Format	DTMF, FSK	DTMF, FSK
Power Adapter Specification	12V AC/DC	12V AC/DC
Maximum Power Consumption	6W	6W
Network Port	Ethernet RJ45x 1	Ethernet RJ45x 1
Fax Port	PSTN RJ11x1	PSTN RJ11x1
Dimension	19×25×6 cm	19×25×6 cm
Weight	1.3kg	1.3kg
Ambient Temperature	0°C~40°C	0°C~40°C
Ambient Humidity	5%~90% RH	5%~90% RH
Storage Temperature	-40°C~80°C	-40°C~80°C
Fax to Email	SMTP	SMTP
C/S Mode	√	√
B/S Mode		
Software API Port		
Local Servers Binding	√	√
Distant Servers Binding	√	√

◇ The number of users licensed is stated on the outer package.

Δ Storage is slightly different in accordance with software versions.

▲ Fax speed is subject to the quality of the fax line.

Specs/Models	Professional Two-line Edition T5	Professional Two-line Edition T5S
Storage ◇	8GB	16GB
Users Δ	200	200
Line Port	2 port	2 port
Fax Speed ▲	33.6kbps	33.6kbps
Resolution	98/196DPI	98/196DPI
Caller ID Format	DTMF, FSK	DTMF, FSK
Power Adapter Specification	12V AC/DC	12V AC/DC
Maximum Power Consumption	6W	6W
Network Port	Ethernet RJ45x 1	Ethernet RJ45x 1
Fax Port	PSTN RJ11x1	PSTN RJ11x1
Dimension	19×25×6 cm	19×25×6 cm
Weight	1.3kg	1.3kg
Ambient Temperature	0°C~40°C	0°C~40°C
Ambient Humidity	5%~90% RH	5%~90% RH
Storage Temperature	-40°C~80°C	-40°C~80°C
Fax to Email	SMTP	SMTP
C/S Mode	√	√
B/S Mode		
Software API Port		
Local Servers Binding	√	√
Distant Servers Binding	√	√

◇ The number of users licensed is stated on the outer package.

Δ Storage is slightly different in accordance with software versions.

▲ Fax speed is subject to the quality of the fax line.

Specs/Models	Ultimate Two-line Edition W5	Ultimate Two-line Edition W5S
Storage ◇	16GB	32GB
Users Δ	400	400
Line Port	2 port	2 port
Fax Speed ▲	33.6kbps	33.6kbps
Resolution	98/196DPI	98/196DPI
Caller ID Format	DTMF, FSK	DTMF, FSK
Power Adapter Specification	12V AC/DC	12V AC/DC
Maximum Power Consumption	6W	6W
Network Port	Ethernet RJ45x 1	Ethernet RJ45x 1
Fax Port	PSTN RJ11x1	PSTN RJ11x1
Dimension	19×25×6 cm	19×25×6 cm
Weight	1.3kg	1.3kg
Ambient Temperature	0°C~40°C	0°C~40°C
Ambient Humidity	5%~90% RH	5%~90% RH
Storage Temperature	-40°C~80°C	-40°C~80°C
Fax to Email	SMTP	SMTP
C/S Mode	√	√
B/S Mode		
Software API Port	√	√
Local Servers Binding	√	√
Distant Servers Binding	√	√

◇ The number of users licensed is stated on the outer package.

Δ Storage is slightly different in accordance with software versions.

▲ Fax speed is subject to the quality of the fax line.

## **2. Equipment Setup**

This chapter illustrates how to set up the server  
and connect it correctly.



## 2.1 Setting up Environment

### Connection requirements

- RJ45 Ethernet connectors
- RJ11 telephone line
- Power adapter
- 2-line or 3-line grounding receptacle

### Environment requirements

- Please put the server on flat surface.
- Please keep the server away from heating equipment.
- Do not put the server in dusty, overheating or under heating or damp places or places that are directly sunlit.
- Keep the server away from any devices that can generate electromagnetism or unwanted radio frequency such as radio transmitter, television, copier, warming devices or air conditioner.
- We suggest you put the server under protection in case of unexpected power off and system restoration.

## 2.2 Setting up CimFAX Fax Servers

### 2.2.1 Standard Edition A5/B5/C5/C5S

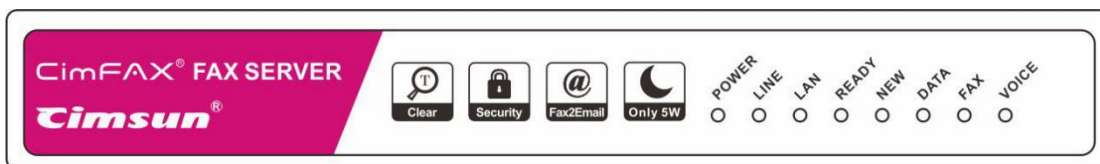


Fig 2.1 Standard Edition front panel

LED	Item	Status	Description
PWR	Power state	On	Power on.
		Off	<b>Power failure.</b>
LINE	Telephone Line status	On	The port is connected to a telephone line.
		Flash	The port is connected to a telephone line.
		Off	<b>The port is not connected to a telephone line, or in off-hook status.</b>
LAN	Network status	On	The port is connected to network.
		Off	<b>The port is not connected to network.</b>
		Flash	Sending or receiving network data packets.
READY	Server status	On	Server is running.
		Flash	Server is initiating.
		Off	<b>Server failure.</b>
NEW	New fax notification	Off	No notification.
		Flash	Notifies you have new fax(es).
DATA	Storage status	On/Flash	<b>The storage is reading or writing data. Power off at this time may cause data loss.</b>
		Off	The storage is idle.
FAX	Fax status	On	Server is receiving or sending fax.
		Off	Server is not in fax mode.
VOICE	Voice Status	On	Server is playing voice.
		Off	Server is not in voice mode.

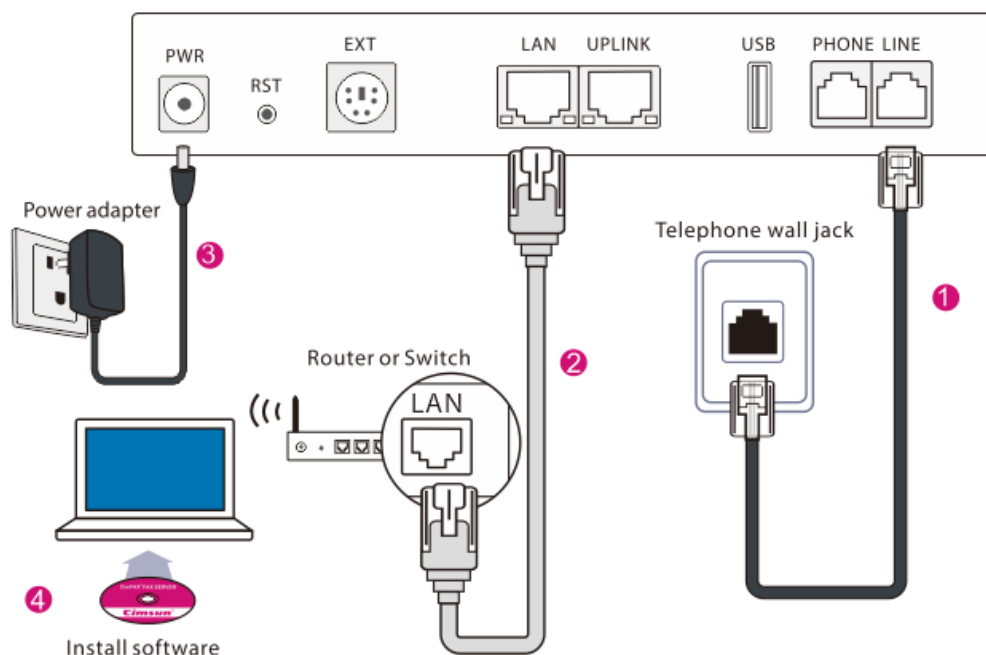


Fig 2.2 4-step cable connection

Port	Item	Description
PWR	Power in	Connects to a power adapter.
RST	Reset button	Restores settings to factory default. Details refer to “5.8 Restore Factory Settings”.
EXT	External function	Reserved.
LAN	Ethernet (RJ-45)	Connects to an Ethernet 10/100M based network.
UPLINK	Ethernet (RJ-45)	Connects to another network device.
USB	USB (Master)	Reserved.
LINE	Telephone line (RJ-11)	Connects to a telephone line.
PHONE	Telephone device (RJ-11)	Connects to a telephone or fax machine. Details refer to “8.2 Manual Answer”

Fig 2.3 Rear panel

## Setting up steps

### Step 1: Connecting telephone line

Plug the line in a telephone and dial to test line function, then plug this line into server's LINE port. Once correctly connected, LINE LED on the front panel of the Server will be on (if FAX LED or VOICE LED on, LINE LED off is normal), otherwise it will be off and the Server will beep every 3 seconds.

### Step 2: Connecting network line

Plug one end of the RJ-45 Ethernet cable in LAN port and the other end in LAN wall jack or Ethernet switch (including routers with connectors or function of switch) to connect the server to local network. Once correctly connected, the LED LAN will be on or flash.

### Step 3: Connecting a telephone or fax machine (optional)

If you don't have to use extra telephone, fax machine or manual answer (see 8.2 Manual Answer), you can skip this step. Plug one end of the RJ11 telephone cable in the PHONE port and the other end in a telephone or fax machine (RJ11 of telephones or fax machines of different models and brands is generally labelled as LINE or other). When there is an incoming call, the telephone or the fax machine will ring and function normally in the event of that fax server is not in need.



**Note:** when a fax machine is connected to the Server and is set on auto answer mode, please make sure that the fax machine's auto answer rings more times than that of the Server, otherwise the Server will fail to receive faxes.

### Step 4: Connecting power adapter

Please use the provided power adapter. Connect the power cord with the adapter first and then plug the power adapter in a two-line or three-line grounding receptacle and the circular connector in the PWR port of the Server. With this done, the Server will initiate and the READY LED on the front panel will be on.

### 2.2.2 Professional Edition H5/H5S

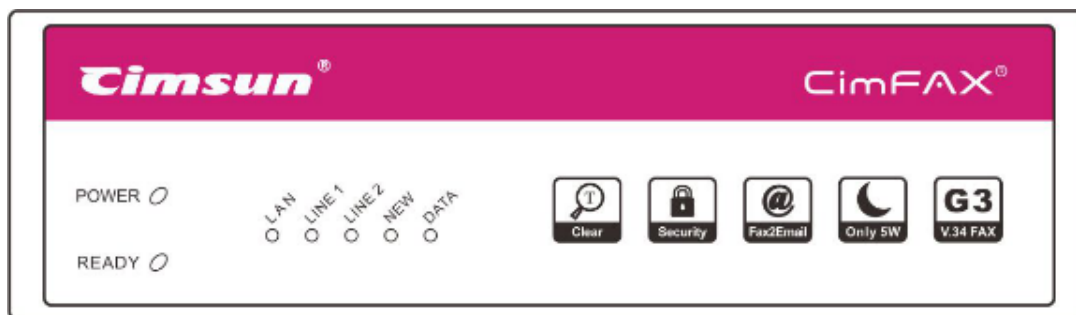


Fig 2.4 Front panel of Professional Edition H5/H5S

LED	Item	Status	Description
PWR	Power state	On	Power on.
		Off	<b>Power failure.</b>
LINE	Telephone line status	On	The port is connected to a telephone line.
		Flash	The port is connected to a telephone line.
		Off	<b>The port is not connected to a telephone line, or in off-hook status.</b>
LAN	Network status	On	The port is connected to a network.
		Off	<b>The port is not connected to a network.</b>
		Flash	Sending or receiving network data packets.
READY	Server status	On	Server is running.
		Flash	Server is initiating.
		Off	<b>Server failure.</b>
NEW	New fax notification	Off	No notification.
		Flash	Notifies you have new fax(es).
DATA	Storage status	On/Flash	<b>The storage is reading or writing data. Power off at this time may cause data loss.</b>
		Off	The storage is idle.

*Note: \* LINE2 LED doesn't work on one-line Server.*

**Other signals:** LED flashing in sequence from READY to VOICE means server is updating system. Server “beep” codes: a single beep per 3 seconds (telephone line is disconnected); beeps repeating 1 long 2 short (server failure)

### 2.2.3 Professional Two-line Edition T5/T5S and Ultimate Two-line Edition W5/W5S

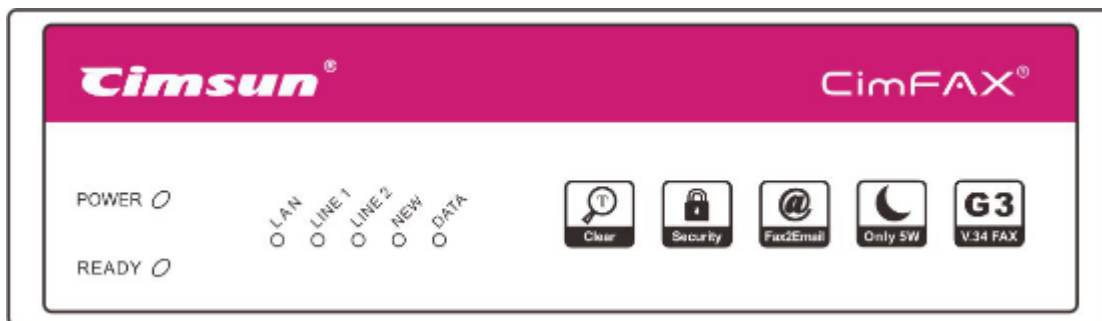


Fig 2.5 Front panel of Professional Two-line Edition and Ultimate Two-line Edition

LED	Item	Status	Description
PWR	Power state	On	Power on.
		Off	<b>Power failure.</b>
LINE 1	Telephone line 1 status	On	The port is connected to a telephone line.
		Flash	The port is connected to a telephone line.
		Off	<b>The port is not connected to a telephone line, or in off-hook status.</b>
LINE 2	Telephone line 2 status	On	The port is connected to a telephone line.
		Flash	The port is connected to a telephone line.
		Off	<b>The port is not connected to a telephone line, or in off-hook status.</b>
LAN	Network status	On	The port is connected to network.
		Off	<b>The port is not connected to network.</b>
		Flash	Sending or receiving network data packets.
READY	Server status	On	Server is running.
		Flash	Server is initiating.
		Off	<b>Server failure.</b>
NEW	New fax notification	Off	No notification.
		Flash	Notifies you have new fax(es).
DATA	Storage status	On/Flash	<b>The storage is reading or writing data. Power off at this time may cause data loss.</b>
		Off	The storage is idle.

**Other signals:**

LED flashing in sequence from READY to VOICE means server is updating system.

Server “beep” codes: a single beep per 3 seconds (telephone line is disconnected); beeps repeating 1 long 2 short (server failure)

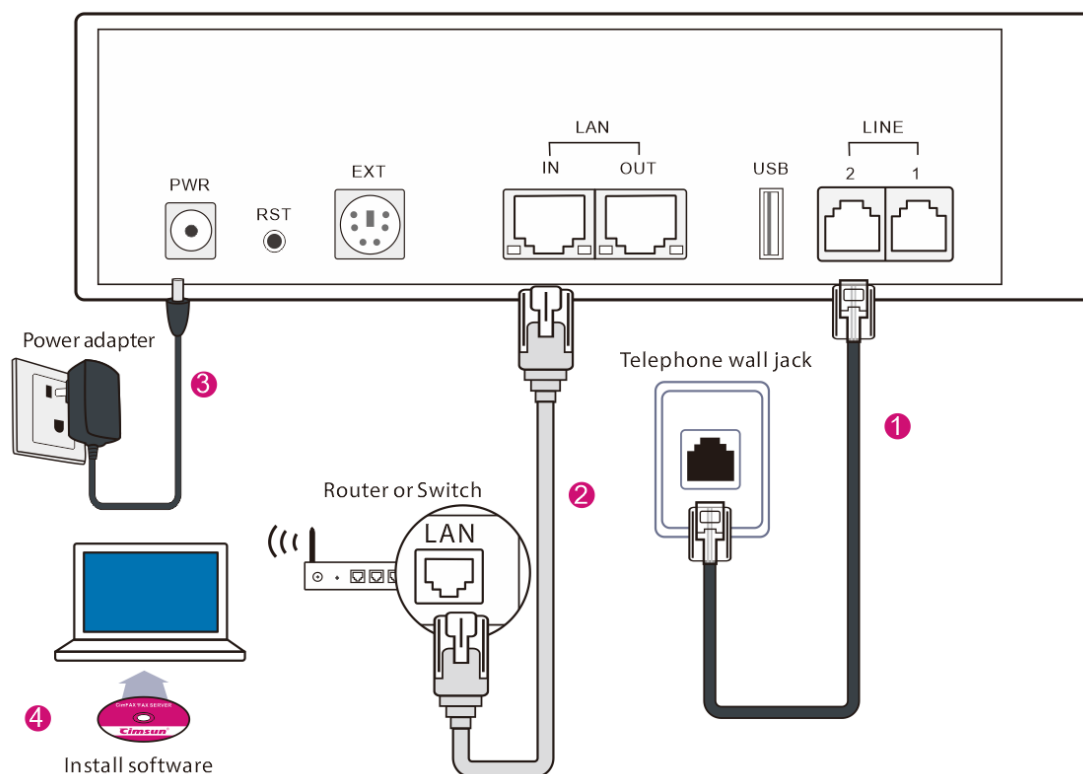


Fig. 2.6 Deployment of Professional Two-line Edition and Ultimate Two-line Edition

Port	Item	Description
PWR	Power in	Connects to a power adapter.
RST	Reset button	Restores settings to factory default. Details refer to “5.8 Restore Factory Settings”.
EXT	External function	Reserved.
LAN-IN	Ethernet (RJ-45)	Connects to a local Ethernet 10/100M based network.
LAN-OUT	Ethernet (RJ-45)	Connects to another fax server or PC.
USB	Printer or USB (Master)	Reserved.
LINE-1	Telephone line (RJ-11)	Connects to a telephone line.
LINE-2	Telephone device (RJ-11)	Connects to a telephone or fax machine.

Fig. 2.7 Rear panel of Professional Two-line Edition and Ultimate Two-line Edition

## Setting up steps

### Step 1: Connecting telephone line

Plug telephone line for fax use in server's LINE-1 or LINE-2 port to connect the server to PSTN network. Plug the line in a telephone and dial to test line function before connecting it to the server. If correctly connected, LINE-1 or LINE-2 LED on the front panel of the Server will be on or flash, otherwise it will be off and the Server will beep every 3 seconds.

### Step 2: Connecting network line

Plug one end of the RJ-45 Ethernet cable in LAN-IN port and the other end in LAN wall jack or Ethernet switch (including routers with connectors or function of switch) to connect the server to local network. After correctly connected, the LED LAN will be on or flash.

### Step 3: Connecting a telephone or fax machine (optional)

If you don't have to use extra telephone, fax machine or manual answer (see 8.2 Manual Answer), you can skip this step. The two-line Server can be connected to telephones or fax machines by using a deconcentrator. Plug one end of the RJ11 telephone cable in the PHONE port and the other end in a telephone or fax machine (RJ11 of telephones or fax machines of different models and brands is generally labelled as LINE or other). When there is an incoming call, the telephone or the fax machine will ring and function normally in the event of that fax server is not in need.

*Note: when a fax machine is connected to the Server and is set on auto answer mode, please make sure that the fax machine's auto answer rings more times than that of the Server, otherwise the Server will fail to receive faxes.*

### Step 4: Connecting power adapter

Please use the provided power adapter. Connect the power cord with the adapter first and then plug the power adapter in a two-line or three-line grounding receptacle and the circular connector in the PWR port of the Server. With this done, the Server will initiate and the READY LED on the front panel will be on.



### **3. Software Installation (on Windows)**

This chapter steps you through CimFAX client installation on Windows computer

### 3.1 Disc Contents

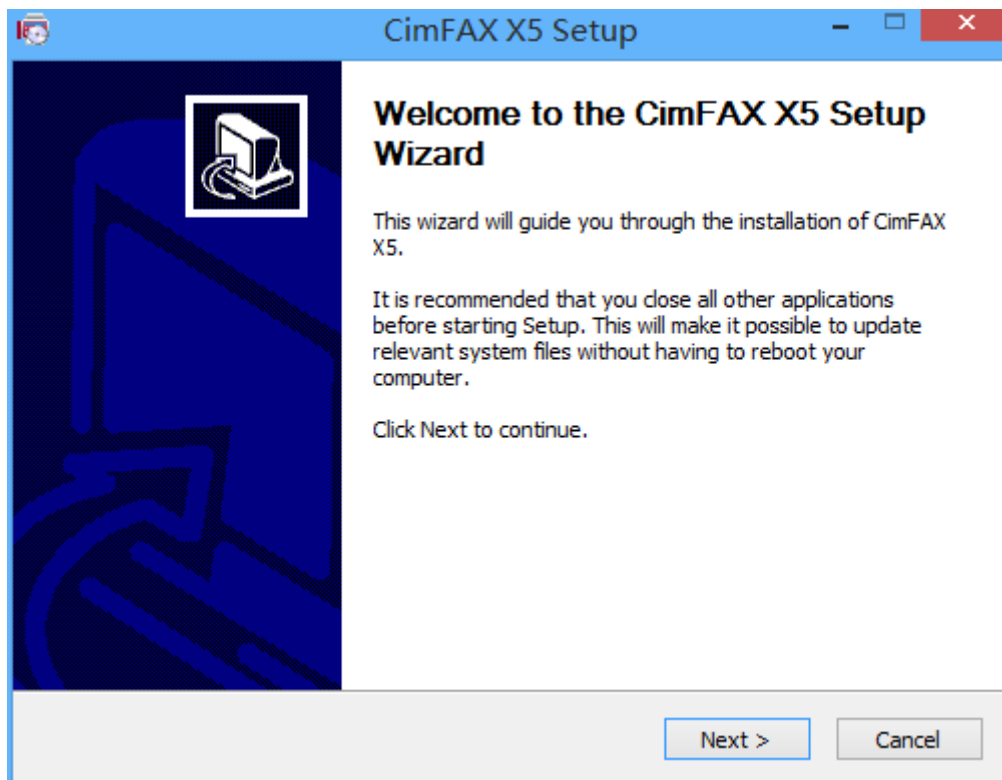
- CimFAX client installation package (to configure and use the fax server, you need to install CimFAX client on your computer).
- User Manual (you need to have Acrobat Reader or other compatible software in place).

### 3.2 System Requirements

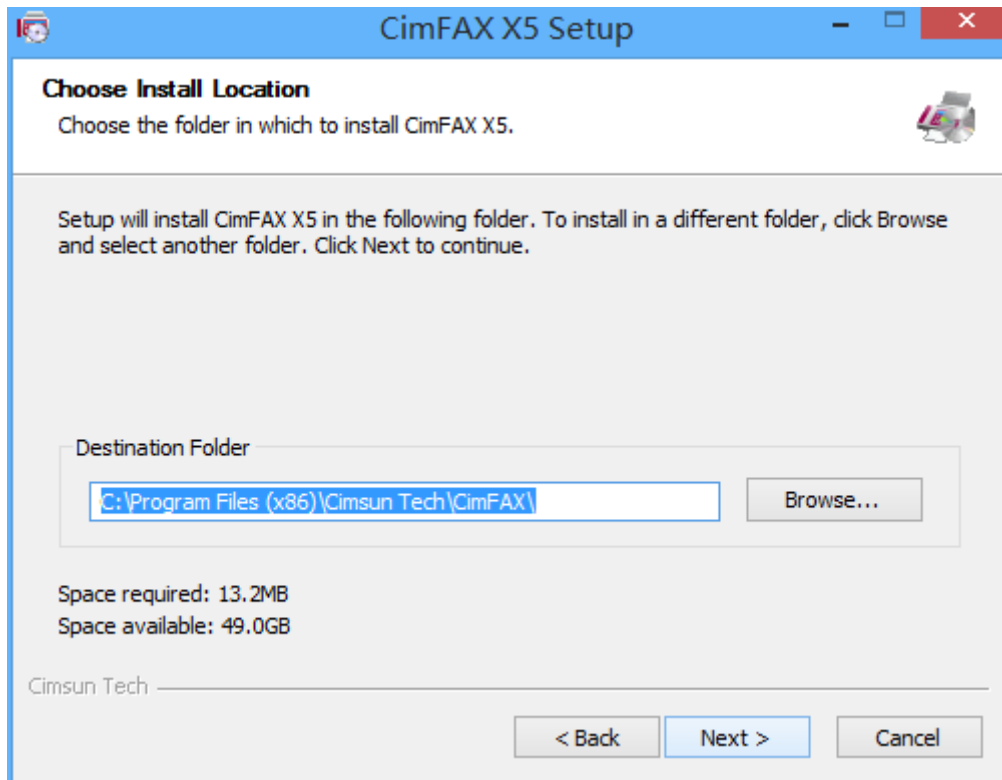
- To install and use CimFAX client, you need to make sure that your computer meets the following requirements:
- Windows 2000/2003/XP/Vista/7/8/8.1/10 operating system
- 400MHz or more X86 compatible CPU
- 128MB or more memory available
- 200MB or more hard drive storage available
- 1024×768 or more display resolution

### 3.3 Software Installation Steps

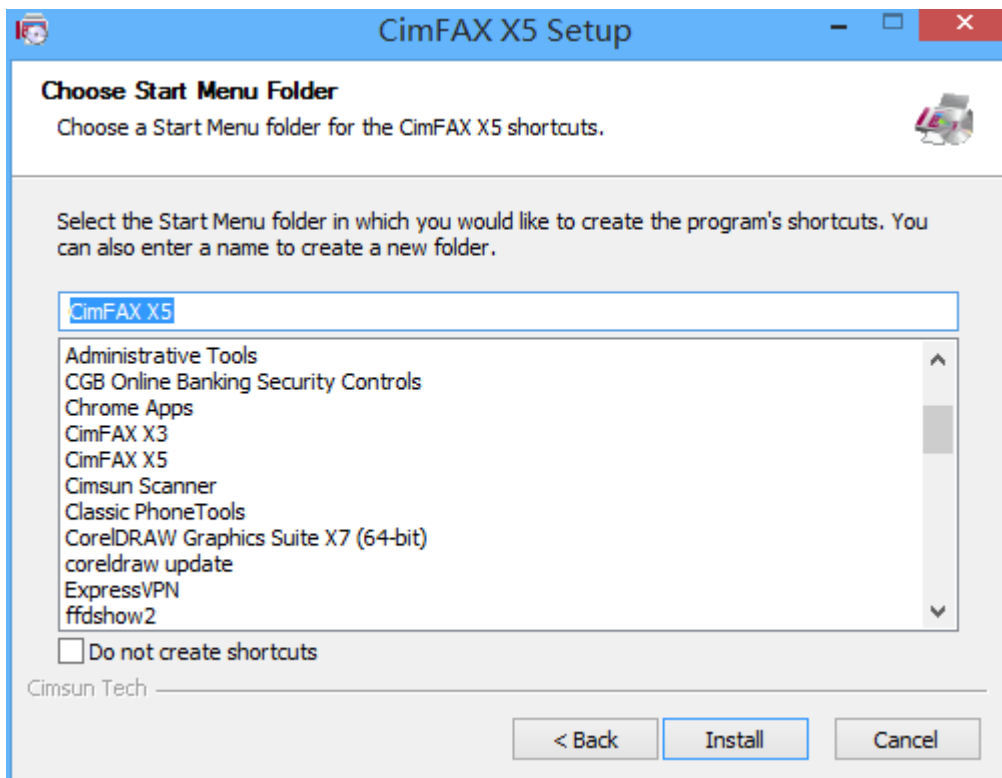
1. Please download CimFAX client software from our website at:  
[https://cimfax.com/download/CimFAX\\_Setup\\_All\\_5021.zip](https://cimfax.com/download/CimFAX_Setup_All_5021.zip)
2. Unzip the file and click the “.exe” file to start installation.
3. At the setup wizard screen, click “Next”.



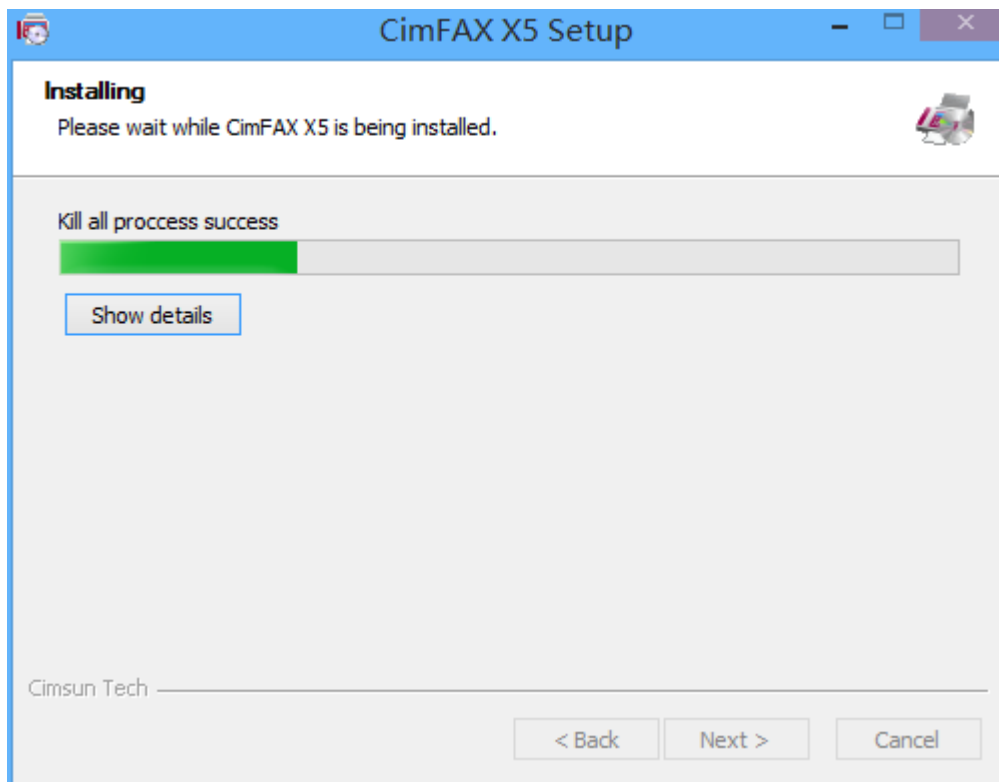
4. Click “Next” or “Browse” to choose file location.



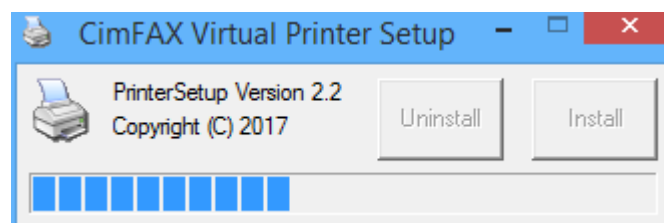
5. Click “Install”.

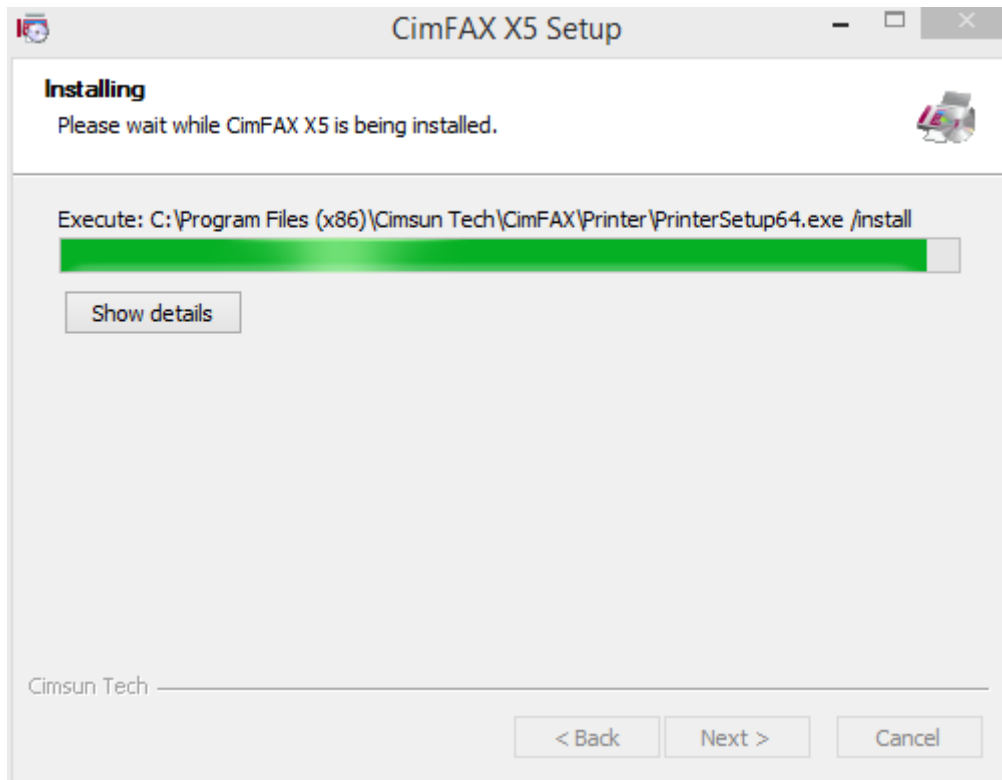


6. Wait for file copy complete.

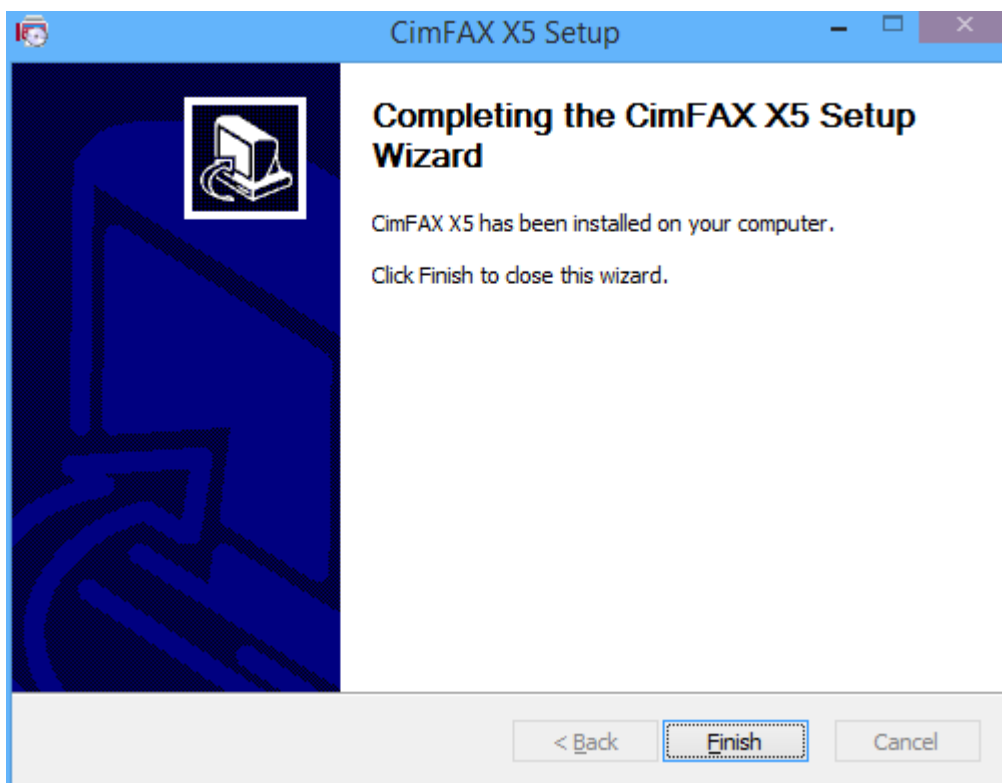


7. Wait for the installation of CimFAX virtual printer.





8. Click "Finish".
9. You may have to reboot your computer under certain circumstances.



10. CimFAX client will auto start once installation completed.



The image shows a Windows-style login window titled "CimFAX Automatic Fax System". On the left is a vertical panel with a red background, featuring the "CimFAX® X5" logo and "Cimsun® Copyright (c) 2017" at the bottom. The right panel is white and contains the following fields and options:

- Server:** A dropdown menu showing "CFX://CC689174" and a button with three dots.
- User Name:** A dropdown menu showing "admin".
- Password:** A text box with seven dots.
- ☒ Remember Password
- ☐ Login Automatically
- ☐ Offline Login
- Buttons:** "Cancel" and "Login".

## **4 Software Installation (on MacOS)**

This chapter steps you through CimFAX client installation on Mac computer

## 4.1 Disc Contents

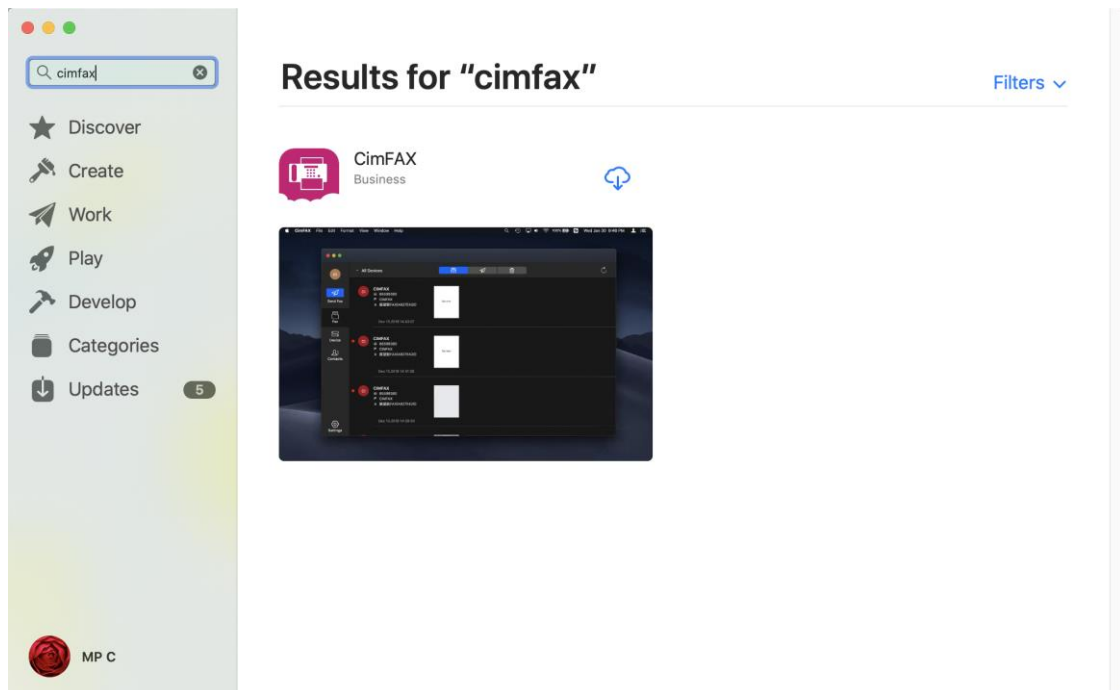
- CimFAX client installation package (to configure and use the fax server, you need to install CimFAX client on your computer).
- User Manual (you need to have Acrobat Reader or other compatible software in place).

## 4.2 System Requirements

- To install and use CimFAX client, you need to make sure that your computer meets the following requirements:
- MacOS 10.11 and above operating system
- 400MHz or more X86 compatible CPU
- 128MB or more memory available
- 200MB or more hard drive storage available
- 1024×768 or more display resolution

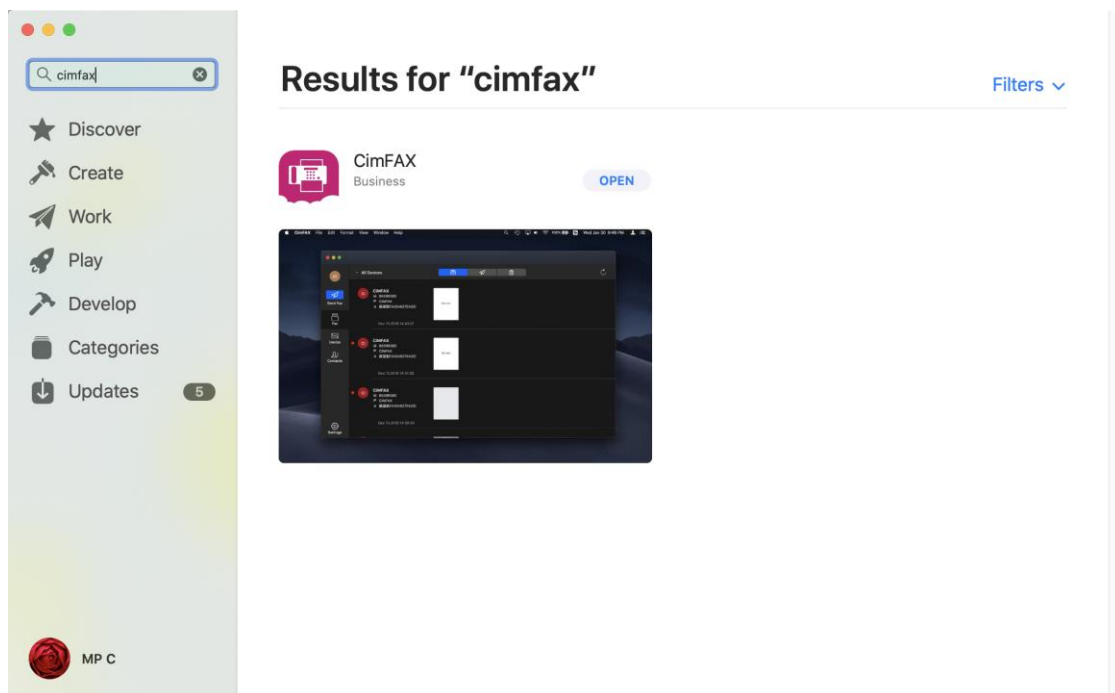
## 4.3 Software Installation Steps

1. Search “CimFAX” in APP Store and download it.

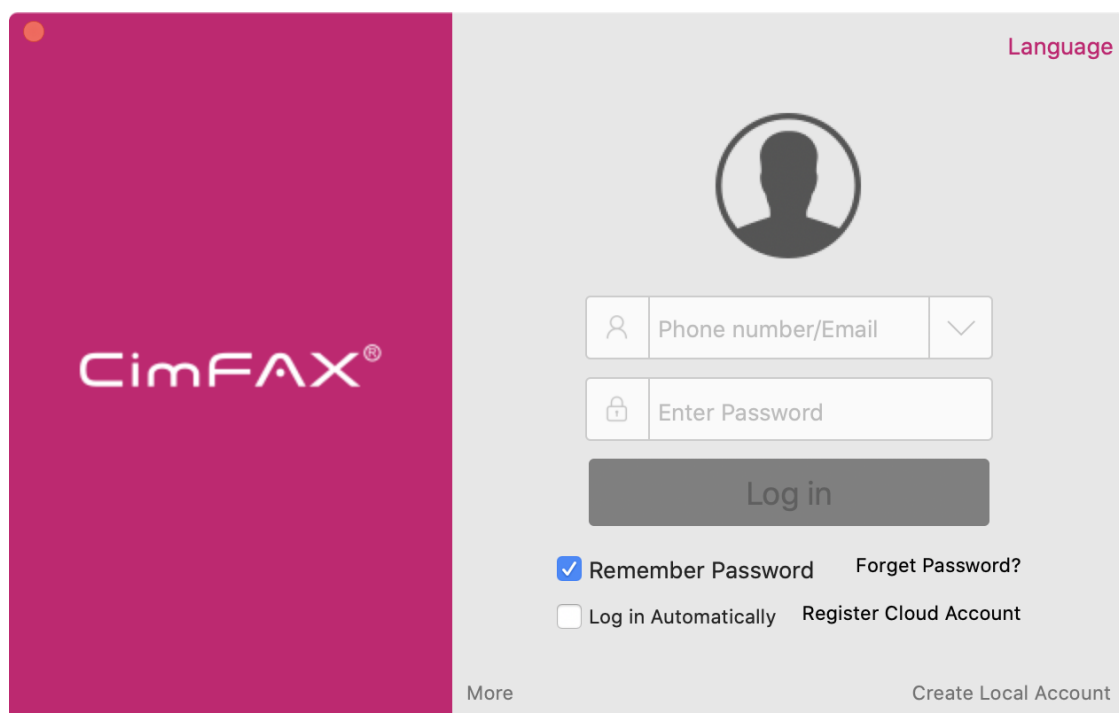


2. Download and install. Then click “Open”.

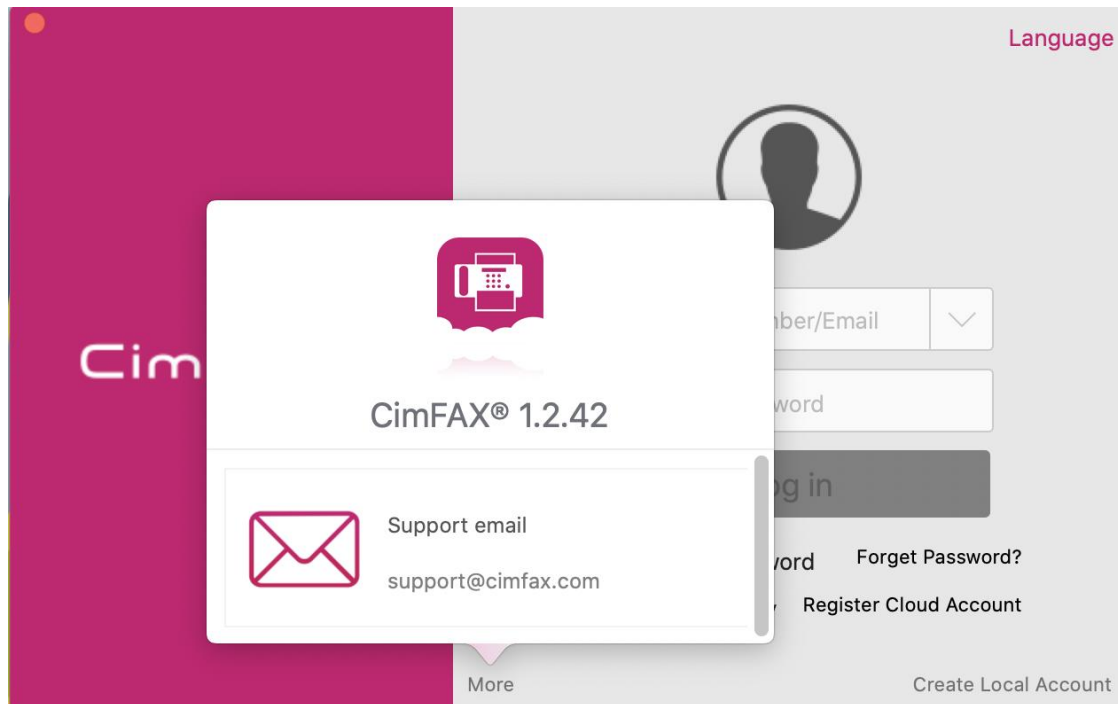




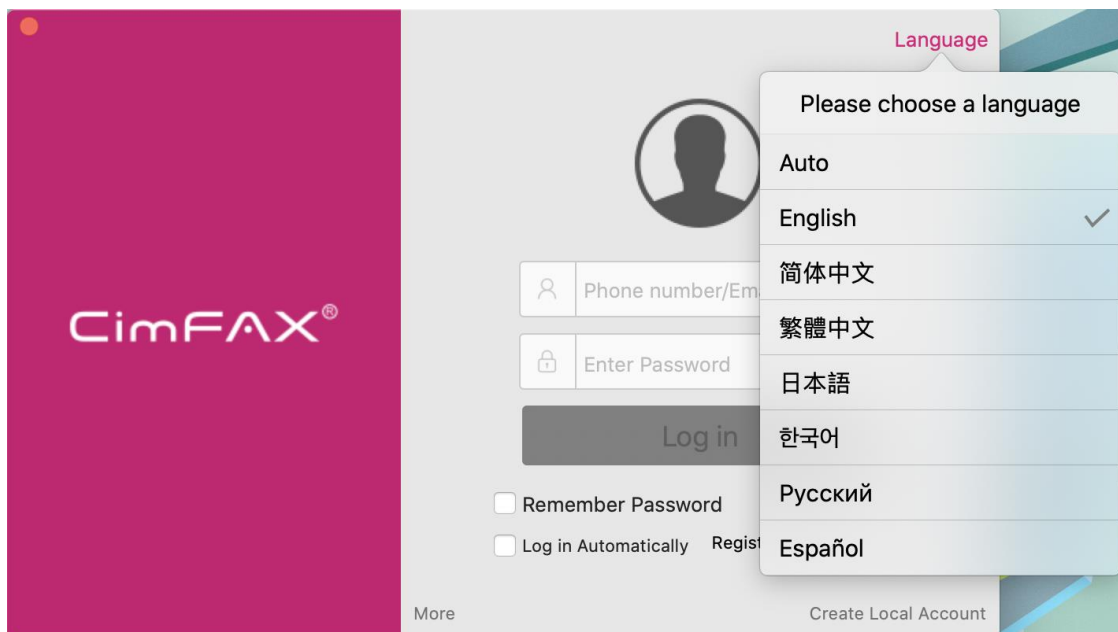
3. You will see the login window.



4. Click “More” to check the software version and CimFAX support information.

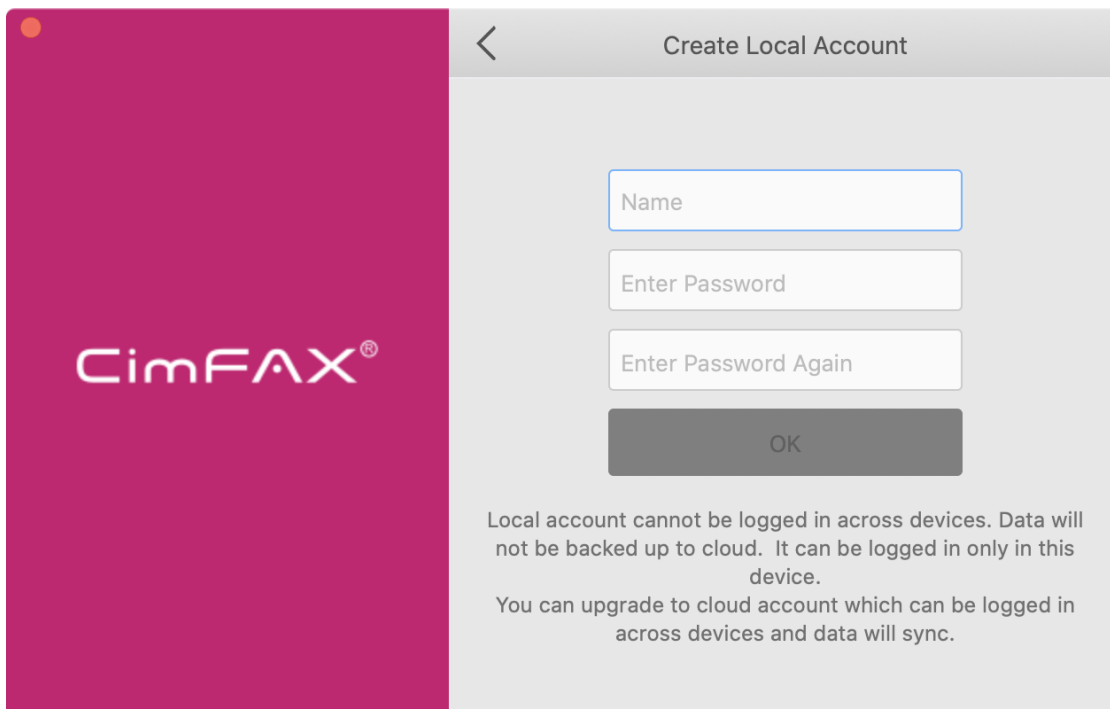


5. Click “Language” to choose the software language.



7. You can choose to either register a local account or a cloud. A cloud account will have synchronized data across your Mac and iOS mobile devices. You will need to verify with your phone number or email address to register a cloud account while if you just want to have a local account, you don't have to do so.

8. Create a local account. Enter your name and password. *Please note: local account can't be found back if you forget name or password later.*



Create Local Account

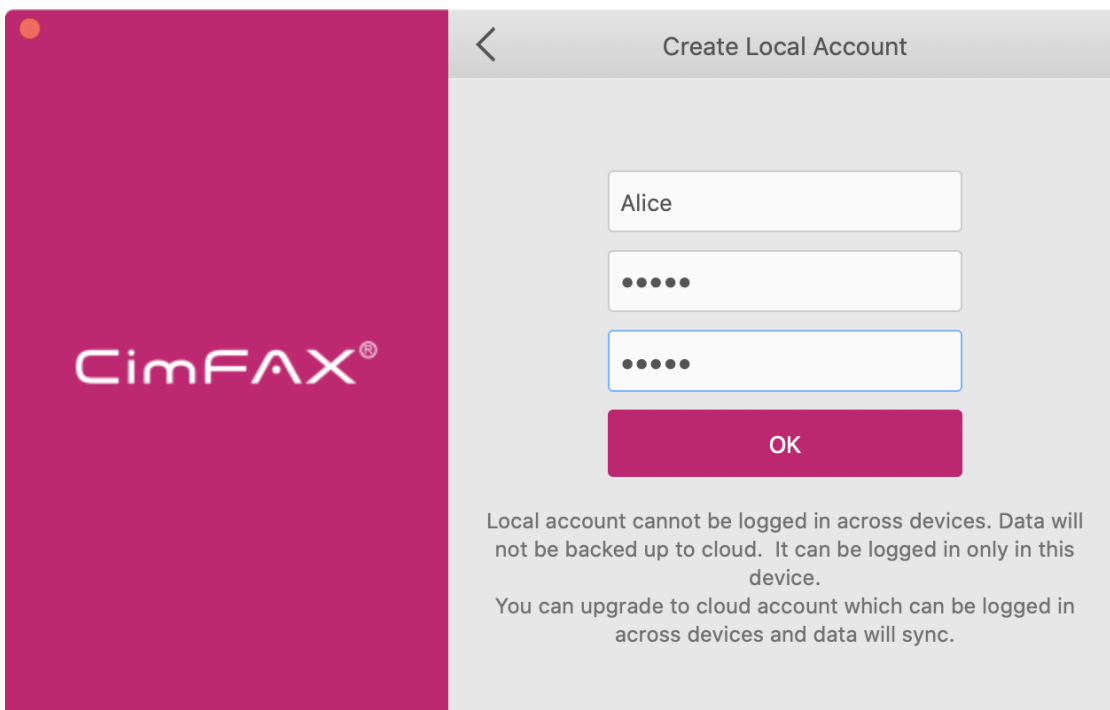
Name

Enter Password

Enter Password Again

OK

Local account cannot be logged in across devices. Data will not be backed up to cloud. It can be logged in only in this device.  
You can upgrade to cloud account which can be logged in across devices and data will sync.



Create Local Account

Alice

•••••

•••••

OK

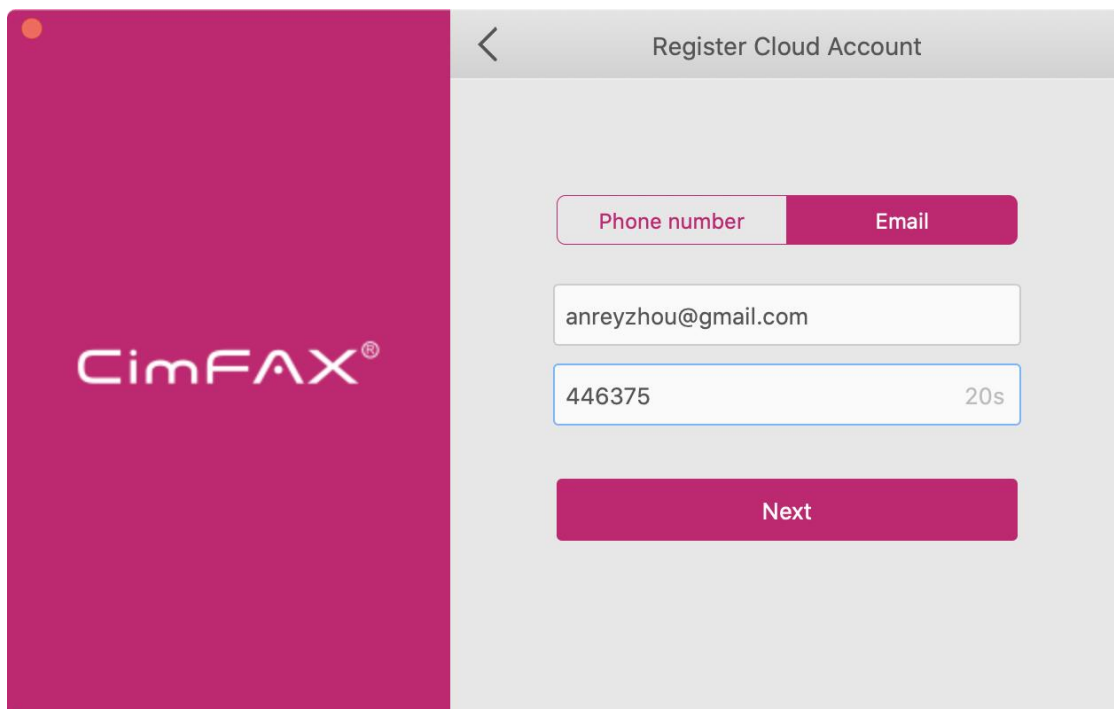
Local account cannot be logged in across devices. Data will not be backed up to cloud. It can be logged in only in this device.  
You can upgrade to cloud account which can be logged in across devices and data will sync.

9. Click “OK” and you will be logged in. You can choose to upgrade local account to cloud account later if you want.

The screenshot shows the CimFAX web interface. On the left is a sidebar with icons for AI, Send Fax, Fax, Device, Contacts, Favorite, and Settings. The main area has a header with 'Please add a device' and three icons (envelope, paper plane, trash). A modal dialog titled 'Upgrade to cloud account' is centered. It states 'Cloud account data will sync across devices' and has two tabs: 'Phone number' (selected) and 'Email'. Below the tabs, the phone number '+1 899921447' is entered. A 6-digit verification code '548756' is shown with a progress bar and a timer of '8s'. At the bottom of the dialog are 'Later' and 'Upgrade' buttons.

This screenshot shows the same CimFAX web interface, but the 'Upgrade to cloud account' dialog box is now using the 'Email' tab. The email address '7612@cimfax.com' is entered. A 6-digit verification code '565835' is shown with a progress bar and a timer of '37s'. The 'Later' and 'Upgrade' buttons remain at the bottom of the dialog.

10. Create a cloud account. Enter your phone number or email address to get 6-digit verification code.



Register Cloud Account

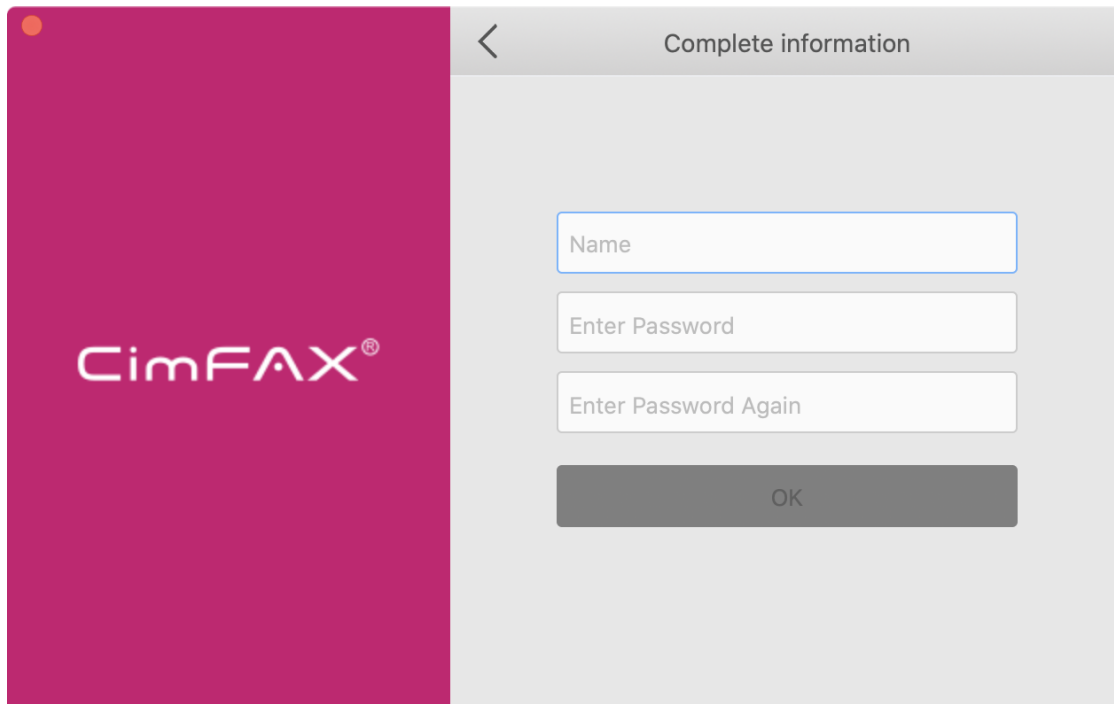
Phone number Email

anreyzhou@gmail.com

446375 20s

Next

11. Click “Next”. Enter your name and password to complete the registration.



Complete information

Name

Enter Password

Enter Password Again

OK

## **5 Configuration Guide for CimFAX on Windows**

This chapter introduces  
how to configure settings of the Server on a Windows computer.

## 5.1 Administrator Login

CimFAX client normally will auto start when installation is finished or computer operating system is initiated. If not, please click “CimFAX” icon on desktop or click “Start” button > “All Programs” > “CimFAX” to open the client.



The first time you run CimFAX client, it will auto find a CimFAX device nearby. If there's a firewall alert, unblock it. The pop-up window shows basic information including CimFAX fax server ID and IP address.

Choose the one that's on your network, click OK, then enter username and password and then click “Login”;

**CimFAX Automatic Fax System**

**CimFAX® X5**

**Server:**  
CFX://3864793E

**User Name:**  
admin

**Password:**  
•••••

☒ **Remember Password**

☐ **Login Automatically**

☐ **Offline Login**

**Cancel** **Login**

**Cimsun® Copyright (c) 2017**

**CimFAX Nearby**

Device Name	IP Address	Server ID
My CimFAX	10.16.6.244	CC689174
Conexant Test	10.16.7.165	C5D273AF
helloworld85566893	10.16.6.17	37BC6B30
My CimFAX	10.16.7.88	3864793E

**Cancel** **OK**



**The Server's default settings are:**

- IP address: assigned by DHCP
- Administrator username: admin (in lower case)
- Password: admin (in lower case)

***Note:** if nothing shows up in the pop-up window when the client tries to auto find CimFAX server, please check if 1) CimFAX and your computer are on the same router; 2) whether AP isolation on your router is turned on; 3) whether the lights on CimFAX front panel are in normal working status; 4) whether there's IP conflict on your network, i.e., another device is using the IP that's assigned to CimFAX fax server. Please refer to troubleshooting guide at [https://cimfax.com/service\\_ts.asp](https://cimfax.com/service_ts.asp) for more solutions or contact our tech support for step-to-step help.*



## 5.2 Server Network Settings

Click “Server” menu bar of the client > “Network Settings”. Network settings window will appear.  
“Server” menu is available only when you login as the administrator.

IP addresses are set by “Assigned by DHCP” by default in our latest software version. If you’d like to manually specify an IP address to the server, please follow the steps below:

- Assign the Server’s IP address in the field of “Main IP address”. Other users will login the Server with the assigned IP.
- You can also assign different IP addresses for the Server in “IP address 2” and “IP address 3” in event of login in different network spans.



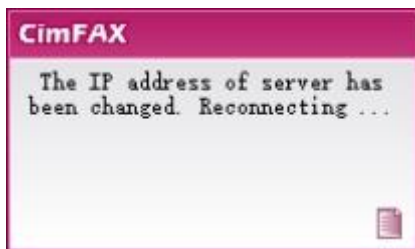
**Note:** please make sure the IP address that you assigned will not conflict with that of other equipment. If IP addresses on your network are automatically assigned by DHCP, please assign an IP that is not in the list of automatically assigned addresses for the Server.

- Please assign a subnet mask for the Server in the field of “Subnet mask” and make sure it is in the same network span of your computer.
- Assign an IP address for the Internet gateway (generally it is the IP address of the router) in the field of “Default gateway”.
- Assign an IP address for DNS in the field of “DNS”. If you don’t know that, please consult your Internet service provider.
- Only when “Internet status” shows connected, the Server is connected to the Internet and the Server’s function of fax to email works. If it shows disconnected, please check the setting of subnet mask, default gateway and DNS.
- If you check on the option “Undo the change if the client can’t connect to the Server”, the settings will restore factory settings when new assigned IP address doesn’t work. If you have to change the

Server's IP address to a different network segment, you can uncheck the option. However, in this case, you also have to change the network configuration of your computer so that you can log in to the server.

After all the information filled and checked, click "Apply" button. If successfully changed, a prompt window shows "Setup network options success". Click "OK" to close the window. A window will pop up in the lower right corner and display "IP address of the server has been changed. Reconnecting..." and then "Connect to the server", otherwise you will have to reconfigure network settings.

If there's another user logging on the server at this moment, he/she will receive the said messages and their PC will re-connect to the Server several minutes later.



### 5.3 Server Datetime Settings

Click “Server” menu bar > “Datetime Settings”. Datetime Settings window will appear. “Server” menu is available only when you login as the administrator.

#### In the Server Datetime Settings window:

- Fill local date and time in the field of “Server Date and Time”. The date and time set will be shown on the header of faxes in default format when they are received. (See 5.4 Fax options). Server date and time is also used to record Fax History.

- “Auto Refresh”: server auto update date and time.

If you fill in new date and time, this option will be auto checked off. If you check on it again, the date and time you filled in will be lost.

- “Allow the server to synchronize with FSK time”: server date and time synchronize with FSK timecode. If your fax line does not support FSK caller identification or your FSK timecode is incorrect, you can uncheck the option.



**Note:** FSK timecode is generated only when there's an

incoming call, and includes only “month, date, hour, minute and second”. If the year of the server date and time is wrong, please modify it manually.

- Choose the time zone of your location in the field of “FSK Time Zone”.

After all information filled in, click “Apply” button. A prompt window displays “Modify server date and time success”, otherwise please re-configure the date and time.

## 5.4 Fax Options

Click “Server” menu bar > “Fax Options”. Fax options window will appear. “Server” menu is available only when you login as the administrator.

The screenshot shows the 'Fax Settings' window for 'Line 1'. The window is titled 'Fax Settings' in a blue bar. Below the title bar, there's a tab labeled 'Line 1'. The settings are organized into several sections:

- Company:** A text input field with a placeholder 'I' and a note: '(Will be shown on fax page header. Please be as short as possible.)'
- Fax number:** A text input field containing '020-83588413'.
- CSID:** A text input field containing 'cimsun'.
- Send speed:** A dropdown menu set to '14400 bps'.
- Receive speed:** A dropdown menu set to '14400 bps'.
- Checkboxes:**
  - ☐ Send fax with ECM enable
  - ☒ Disable voice prompt at sending
  - ☐ Disable sending through this line
  - ☒ Disable warning beep of this line
  - ☐ Reset this line when receive done
  - ☐ Receive fax with ECM enable
  - ☐ Disable voice prompt at receiving
  - (All incoming faxes will save to public fax box)
  - ☒ Start receive without correct ext.
  - ☒ Start receive without calling tone
  - ☐ Quit receive without correct ext.
- Rings to answer:** A text input field containing '2'.
- Call Transfer Code:** A dropdown menu with a '+' symbol.
- Fax page header format:** A text input field containing 'FROM: &C &F-&E &N TO: &P &R &Y-&H-&D &H:&S (&G) PAGE &P TOTAL &t'.
- Dialing Settings:** A section with four input fields:
  - IP Dialing Code:** An empty text input field.
  - Local Area code:** A text input field containing '020'.
  - Outside Line Access Code:** An empty text input field.
  - Inside Line Access Code:** An empty text input field.

At the bottom of the window, there are two buttons: 'Apply' and 'Close'.

Fig 5.1 Fax options for one-line server

In the Fax options window:

- Fill in the name of your company in the field “Company” within 16 characters. Your company name will be shown on the header of faxes in default format when they are received.
- Type the number of the telephone connected with your fax server in the field “Fax number”. Fax number will also be shown on the header of faxes in specified format when they are received.
- Enter the short name of your company in the field of “CSID” within 8 characters. CSID will appear on the screen of the recipient’s fax machine.
- Choose “send speed” and “recv speed” to limit the highest send and receive speed. We suggest you keep the factory speed “14400 bps” or “336000 bps”, but when your telephone line’s condition is under performance and fax sending and receiving is unstable, you can choose lower speed.
- Check on the option “Send fax with ECM enabled” when telephone line condition is under performance. This will improve fax quality. While if your telephone line condition is good, please uncheck this due to its low compatibility with certain types of fax machine.

- “Disable voice prompt at sending” is checked on by default. If you uncheck this, the server will play the sound scheme to the recipient “Hello, this is auto fax system, please receive faxes” when you send faxes.
- The option of “Disable voice prompt at receiving” is checked off by default so that the caller can hear the voice prompt “Hello, this is auto fax system. Please dial the extension number or press the “start” button”. If you check on this, all the faxes will be routed to the public inbox.
- “Disable sending fax through this line”: faxes cannot be sent through this line. This option is suggested not to be checked on.
- Fill in the number of “Rings to answer”. We suggest you fill in the number “2”. If you want to shift to manual answer (see 8.2 Manual answer), you can type in a larger value.
- Check on the option of “Disable warning beep of this line” to disable the server to beep every 3 seconds when telephone line is disconnected.
- Check on the option of “Reset this line when faxes received” in event of that, due to PBX malfunction, the line remains busy even though the fax has been received.
- If the option “Start to receive with correction ext.” is checked on, the caller has to dial the right extension number for success sent of the fax.

If the caller does not dial any extension number or the number is incorrect, the server will play the voice: “extension number is wrong, please check the number”. If he ignores this and dials wrong number for three consecutive times, the server will prompt: “extension number is wrong, please check the number and dial later” and auto goes on-hook.

- “Fax header format”: specify header format of fax page. The server will send fax with header in the format you set. Please keep the default format as it is unless otherwise required. The default format is as follows:

FROM: &C &F-&E &N

TO: &P &R|&Y-&M-&D &H:&m:&S (&G) &p of &t

After all the required information entered, header like the following will be shown on the fax once it is received.

The upper left header: “FROM: Cimsun Tech 02085566893-607 Helen TO: 02085566891 Mike”

The upper right header: “2013-06-12 16:20:31 (GMT+08:00) Page 1 of 2

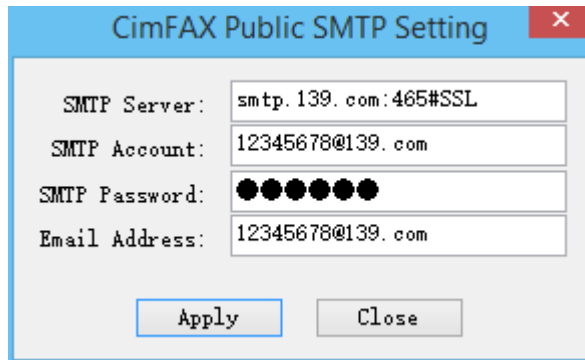
Key words:

&C: company name; &F: fax number; &E: extension number; &N: user name; &P: recipient’s fax number; &R: recipient’s name; | separator; &Y: Year; &M: month; &D: date; &H: hour; &m: minute; &S: second; &G: time zone; &p: page; &t: total pages of the fax

## 5.5 SMTP Settings

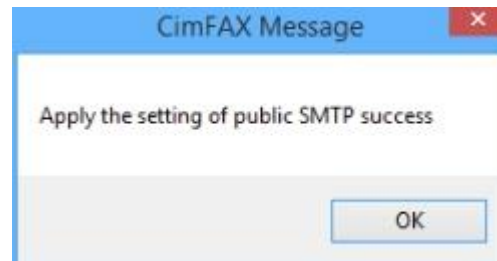
The administrator shall prepare an email address dedicated to forwarding faxes. This email shall support SMTP. Once public SMTP assigned, other users can directly forward faxes to his own email through SMTP. They can also assign their own SMTP. Click “Server” menu bar and then the sub-category “SMTP settings” and SMTP settings window appears. “Server” menu is available only when you login as the administrator.

- “SMTP Server”: the SMTP server address like:  
smtp.MailServer.com.  
If your email requires encrypt link, you'll have to assign the port such as "465" and encrypt type like "#SSL". “SMTP account”: your SMTP account.
- “SMTP password”:  
your SMTP password.
- “Email address”: your email address like [youraccount@MailServer.com](mailto:youraccount@MailServer.com).



The dialog box titled "CimFAX Public SMTP Setting" contains four input fields: "SMTP Server" with the value "smtp.139.com:465#SSL", "SMTP Account" with "12345678@139.com", "SMTP Password" with masked characters, and "Email Address" with "12345678@139.com". At the bottom are "Apply" and "Close" buttons.

Once all the information filled, click “Apply” button. A window shows “SMTP information all set”. Otherwise, you shall re-set this information.



The dialog box titled "CimFAX Message" displays the text "Apply the setting of public SMTP success" and an "OK" button at the bottom right.

## 5.6 User Accounts Management

Click “Server” menu bar >

“User Accounts”. User

Accounts window displays.

“Server” menu is available only when you login as the administrator.

- “User name”: the user name you used to login the fax server. User name will display on the header of the fax upon receipt.
- “Password”: the password you need to login the fax server.
- “Ext No.”: your extension number such as: 607. Δ
- “User Permissions”: users’ roles
  - “Administrator”: configure server settings, add and remove users.
  - “Distributor”: check public inbox and distribute faxes to the specified users.
  - “Sending”: send faxes
  - “Receiving”: all the users are allowed to receive faxes by default.
  - “Remote Access”: the permission to login the server in remote places. Admin account doesn’t have this permission by default.
  - “Fax forward to email”: the permission to forward faxes to emails.
- “Fax forward to email options” here specified by the administrator will sync with the options under the sub-category “Fax to Email Settings” of the “Options” on the top menu bar.

Once all fields are filled with the correct information, click “Apply” button.

ΔWhen there’s an incoming call, the server will play voice prompting the caller to dial extension number and then route the fax to the exact number. If the caller ignores and presses Start button to directly send fax, the server will route the fax to public inbox.



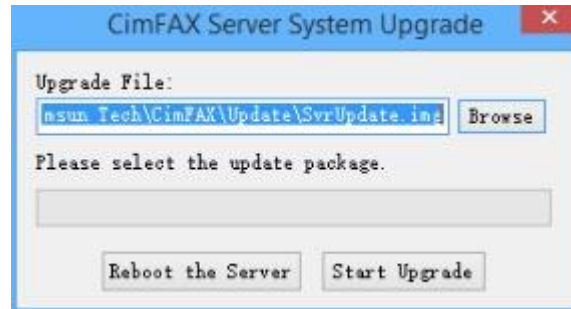
**Note:** We suggest you modify administrator password.

## 5.7 System Upgrade

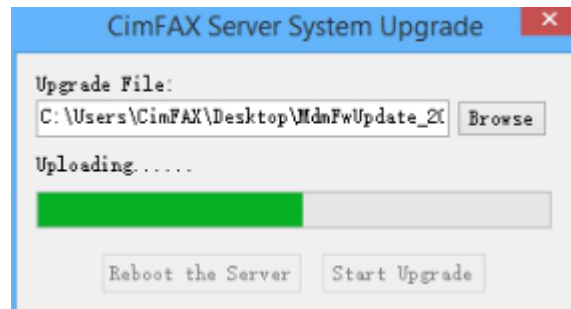


**Warning:** Upgrade only when the system needs upgrade.

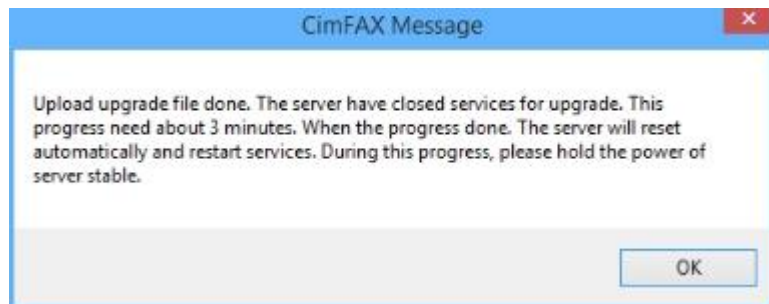
Inappropriate upgrade could cause server malfunction.



Click “Browse” button to select the upgrade file which is a “\*.img” file released on our website ([www.cimfax.com](http://www.cimfax.com)) or provided to you by our technical support.



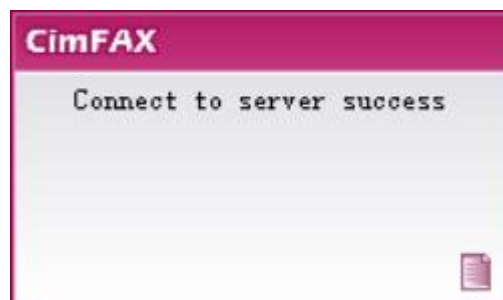
Click “Start Upgrade”. When file is uploaded, the following dialogue window will appear. Click “OK” to close the window.



**Note:** Don't power off the server during system upgrade.

System upgrade will take about 10 secs to 3 mins due to file size differences. During the upgrade, front panel LEDs will flash from left to right. When system is upgraded, LED READY will be on and a window will pop up in the lower right corner of your computer prompting “Connected to Sever”.

You can also click the button “Reboot the Server”. Reboot will take about one minute. When the server is initiated, LED READY will be on and a window will pop up in the lower right corner of your computer prompting “Connected to Sever”.





## 5.8 Temporary Factory Reset

Do not reset the server unless the administrator forgets admin password or cannot log in the server.

*Please note: all the settings you did and your data before you do the reset will come back when you power off and restart the server.*

### Steps:

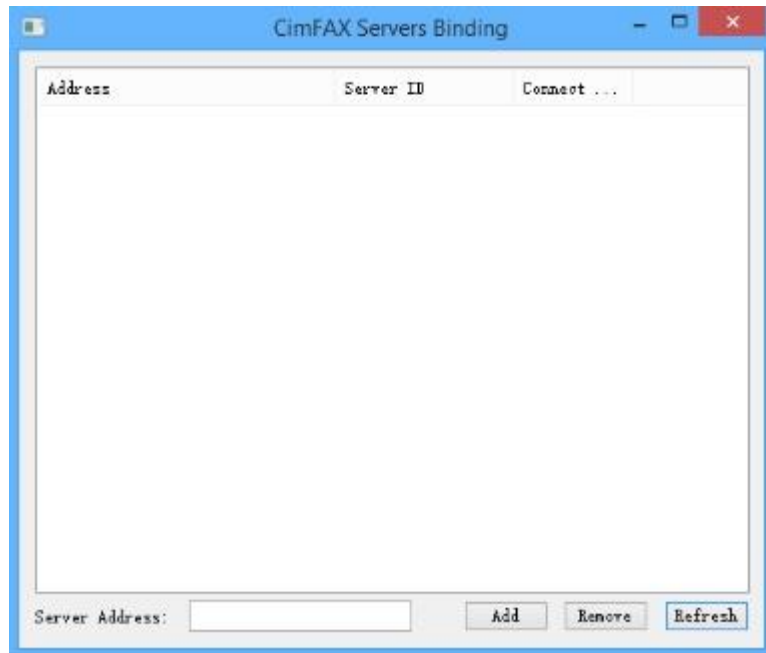
- Use a toothpick or stick like this to press the RST button and hold for about 10 secs and release when there's a long beep. The server at this time will be in maintenance mode.
- Wait for a moment. The READY light at the front panel of the server box will be out or flashing.
- When READY light becomes steady, the server is successfully back in factory settings.
- Server network settings will be restored to factory set. IP address: 192.168.1.2 and subnet mask: 255.255.0.0.
- Admin password will be restored to: "admin".
- Login the server with factory IP address (192.168.1.2), user name (admin) and password (admin). Click "Server" and then "User Account" to change admin account and password. Click "Apply". Or "Network Settings" to change the server's IP address.
- Power off the server and then power on to restart it. *Please note: if you didn't change IP address during the reset, the IP address will be auto set back to the one before your reset. Login the server with the IP you set and the new admin account and password.*

## 5.9 Servers Binding

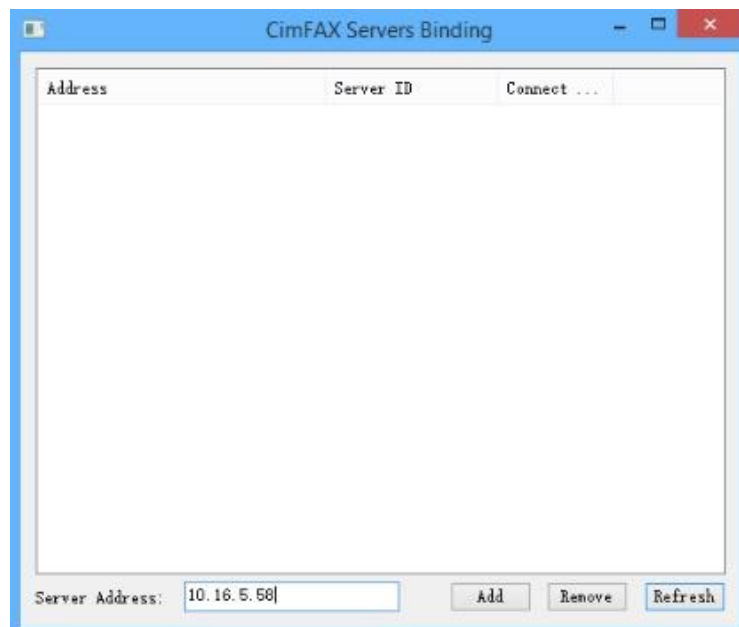
If multiple fax servers are bound together, user accounts and faxes received will sync on the bound servers. Servers bound are more flexible and versatile. When sending faxes, they will send through an idle one of lines.

You will need at least two professional or enterprise edition of fax server to bind. Steps of binding two local servers (steps of binding more than 2 servers are the same) are as follows:

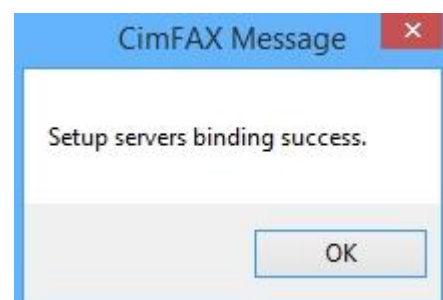
Click “Server” menu bar > “Servers Binding”. Servers binding window all appear. “Server” menu is limited to administrator



Type in the IP address of the other server in the field “Server IP” and click “Add”.

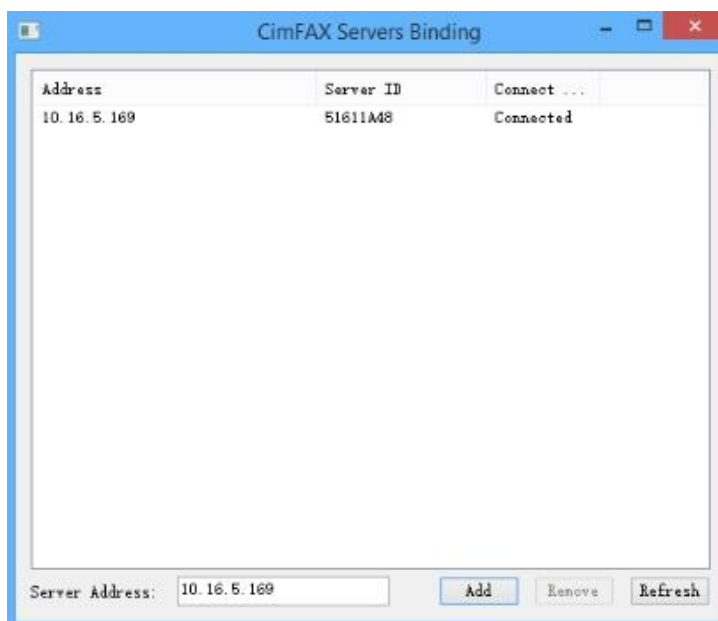


A window will show “Servers binding success”. Click “OK” to close the window.

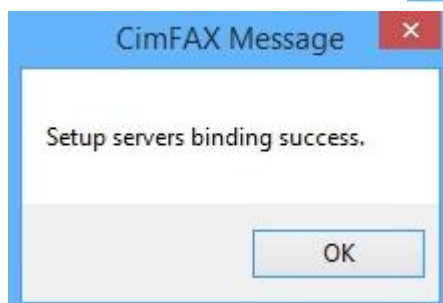
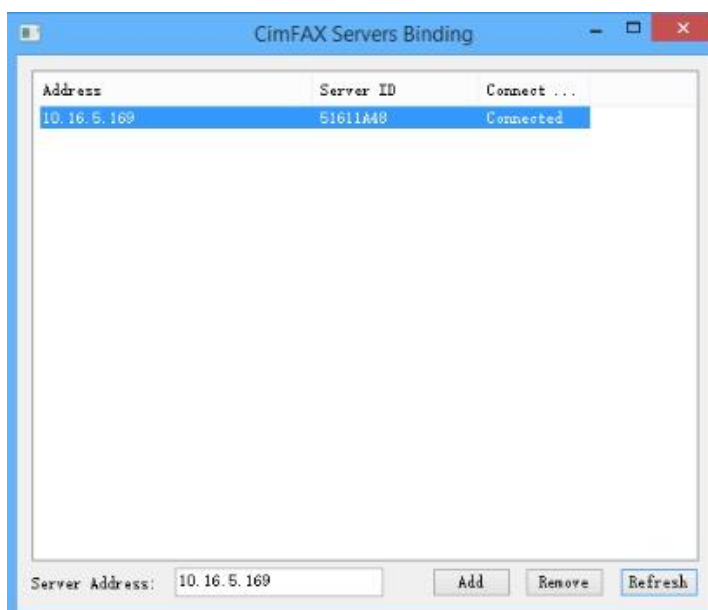


Meanwhile, in Servers binding window, “Address” column displays the other server’s IP address. “Server ID” column displays serial number and “Connecting State” will be marked success.

Login the other server and follow the above-mentioned steps to mutually bind with the previous server.



To unbind the servers, you just need to login one server Click “Server” on the top menu bar > “Server Binding”. In the displayed Servers binding window, select the server you want to unbind and click “Remove”.



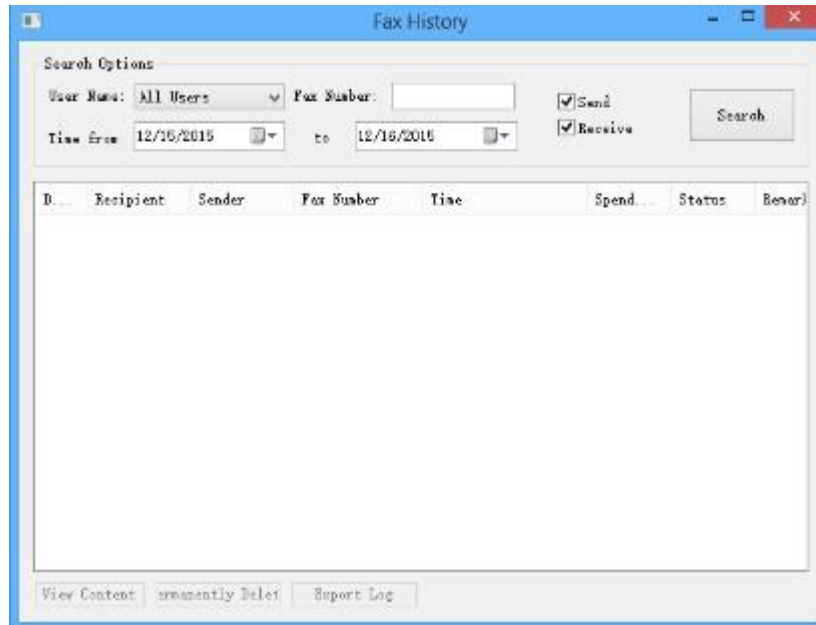
If unbinding is success, a window will show “Servers successfully unbounded”. Click “OK”. Then the IP and serial number of the other server are removed from the Server binding window.

Login the other server and follow the above-mentioned operations to unbind.

## 5.10 Fax Queue

Click “Server” menu bar > “Fax Queue”. Fax Sending Queue window will appear. “Server” menu is available only when you login as the administrator.

In the Sending Queue window, you can see the details of all the sending faxes and faxes to be sent, including server ID, task ID, priority, fax number, recipient and sender, dial attempt, send time and remark. The administrator can select one task and click “View Content” button at the lower left corner to view the fax or click “Stop Sending” to stop the fax if he wants. The task’s faxing status will be marked “Stopped”.



The screenshot shows a window titled "Fax History". It contains a "Search Options" section with the following fields:

- User Name: All Users (dropdown)
- Fax Number: (text input)
- Time From: 12/16/2015 (calendar icon)
- to: 12/16/2015 (calendar icon)
- ☒ Send
- ☒ Receive
- Search (button)

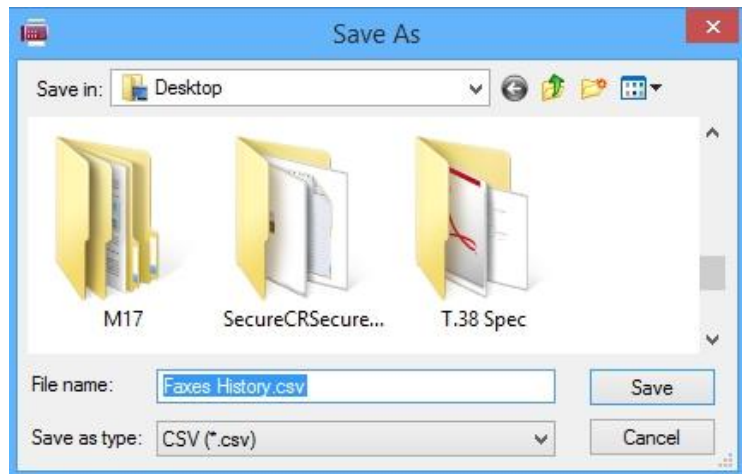
Below the search options is a table with the following columns:

ID	Recipient	Sender	Fax Number	Time	Send...	Status	Remark

At the bottom of the window, there are three buttons: "View Content", "Temporarily Delete", and "Export Log".

## 5.11 Fax History

Click “Server” menu bar > “Fax History”. Fax history window will appear. “Server” menu is available only when you login as the administrator



In Fax history window, you search fax sending and receiving history by enter user name, fax number and time. You can get the detailed information about the task, including sender, recipients, fax number, date, taking time, status, remark and send and receive speed. The administrator can select a task and click “View content” button to view the fax or click “delete permanently” button to delete the fax from the server or click “Export” to export fax history and save as csv files.

## **6 Instructions for CimFAX on Windows**

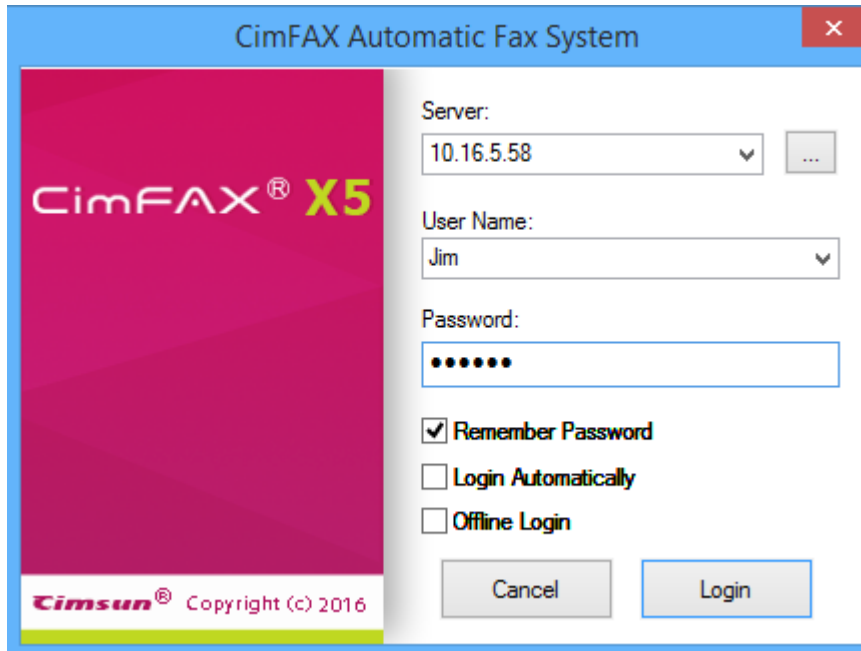
This chapter guides you through CimFAX client functions and usage in details.

## 6.1 User Login



CimFAX client normally will auto start when installation is finished or computer operating system is initiated. If not, please click “CimFAX” icon on desktop or click “Start” button > “All Programs” > “CimFAX” to run the client.

Enter the required information (note the case difference) on the login screen and then click “Login”. If you don’t know your user name and password, please ask the administrator.



- You can check on the option “Remember Password” so that you don’t have to type in the password next time.
- If you want the client auto login when you run it, you can check on the option “Login Automatically”.
- If you have to search or print the fax but you failed to login to the server, you can check on the option “Offline login”. But “Offline Login” works only if you checked “Remember Password” the last time you login.

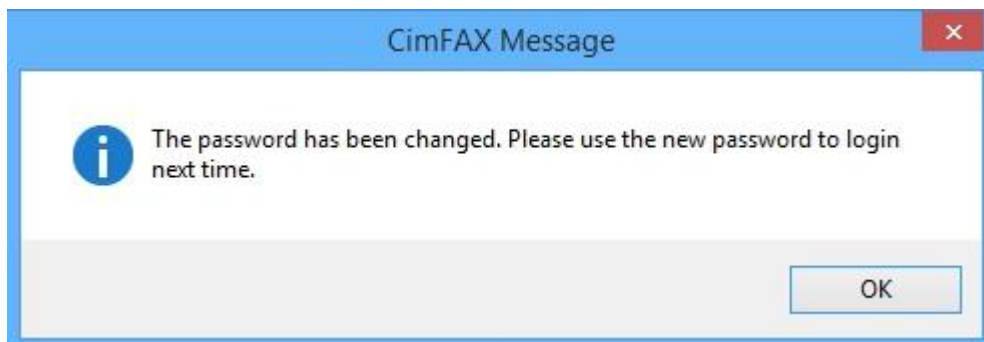
## 6.2 Changing Password

To change your password, click “Option” menu bar > “Change Password”. Changing password window will appear.



A dialog box titled "Change your password" with a close button (X) in the top right corner. It contains three text input fields, each preceded by a label: "Type your current password:", "Type a new password:", and "Type the new password again". Each field is filled with black dots representing masked characters. At the bottom, there are two buttons: "OK" and "Cancel".

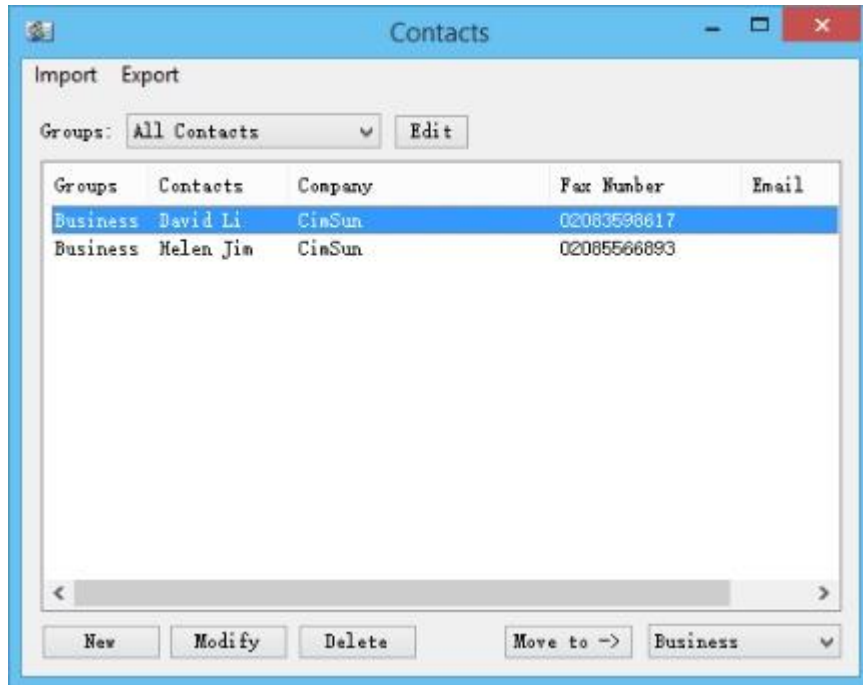
In the Change Password window, enter the required information and then click “OK”. If password is successfully changed, there will be a pop-up message saying “Password has been changed. Use the new password next time you login.”





## 6.3 Import Contacts

Click “Options” menu bar > “Contacts”. Contacts window will show.



### In the Contacts window:

- “Import”: add contacts from excel file (\*.csv/\*.xls/\*.xlsx) and from name card file (\*.vcf).
- “Export”: export contacts in excel file (\*.csv) or name card file (\*.vcf).
- “Groups”: a drop-down menu allows you to view information of a certain group of contacts.
- Click “Edit” button to add, delete or rename groups.
- Click “New” button to add new contacts.
- Click “Modify” button to modify information of contacts selected.
- Click “Delete” to delete contacts selected.
- Click “Move to” to move contacts to the groups in the lower right drop-down box.

## 6.4 Signature Library

Click “Options” menu bar> “Signature Library”. Signature library window will appear.

The first time you use signature library, you’ll be asked the following question. Click “Yes” to continue.

Enter password for the signature library and then click “OK”.

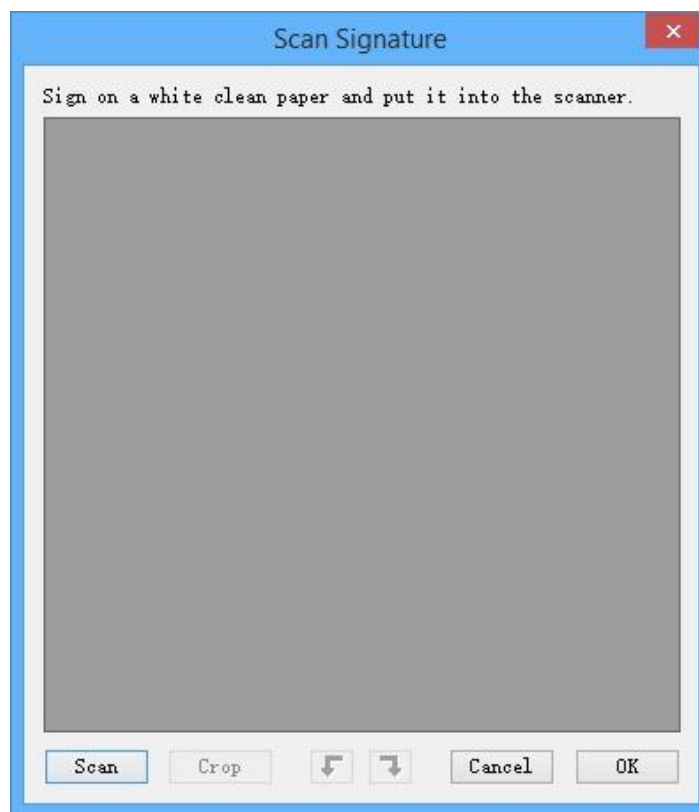


**Note:** Keep your password in mind, otherwise you’ll be unable to access signature library.



To create a new signature,

- Click “Create from Scanner”;
- Click “Import from Image File” button.



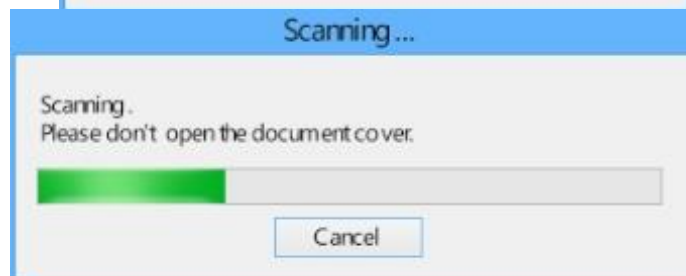
Check whether the scanner is

connected to your computer first and then sign your name or stamp on a white clean paper and put it in your scanner. Click “Scan”.

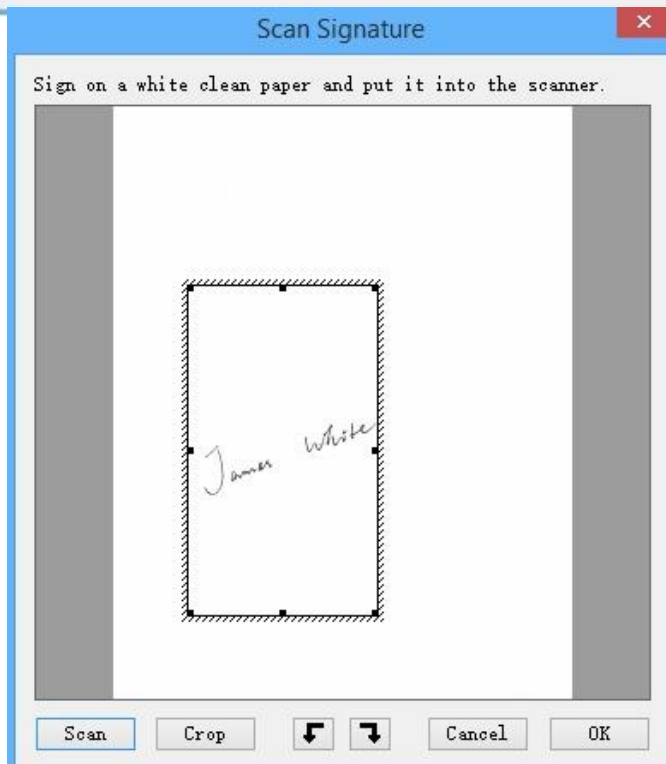
Choose the model of your scanner in the shown list and click “Select”.



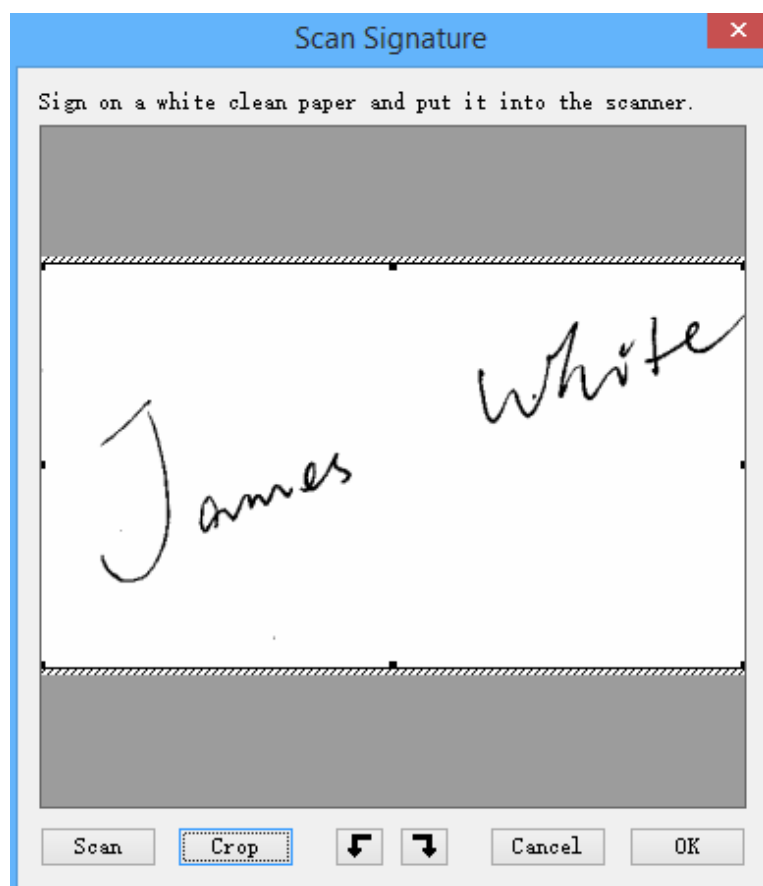
The scanner starts to work and the following progress screen appears. Progress screen might differ due to scanners' model difference. Some scanner may need some time for warming up.



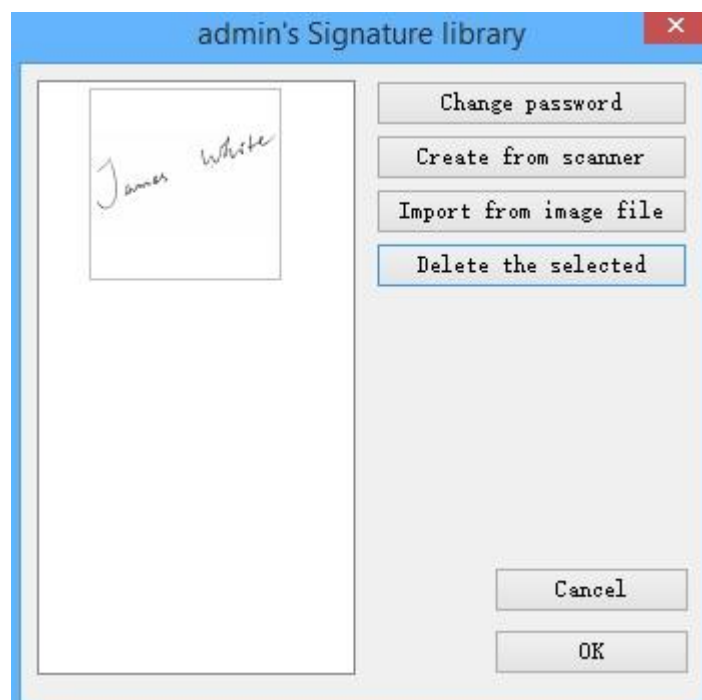
A scanning screen will. Drag the box to the signature and click “Crop”.



Check the signature and click  
“OK” if there’s no problem.



The signature will be displayed in  
the left blank box of your signature  
library window.



## 6.5 Fax to Email

Click “Options” menu bar > “Fax to Email Setup”. Fax to email setup window will appear.



The dialog box titled "Fax forward to Email Options" contains the following fields and controls:

- Forward to email:** A drop-down menu currently set to "Always".
- Email to receive:** A text field containing "3692@cimfax.com".
- SMTP Settings:** Two radio buttons, "Public SMTP" (selected) and "Private".
- SMTP Server:** An empty text field.
- Encrypt Link:** A drop-down menu currently set to "None".
- Port:** A text field containing "25".
- SMTP Account:** An empty text field.
- SMTP Password:** An empty text field.
- Email for sending:** An empty text field.
- Buttons:** "OK" and "Cancel" buttons at the bottom.

In the drop-down box of “Forward to email”, you can choose:

- Never
- When user offline
- Always

Enter you email address in the field of “Email to receive”.

As to SMTP settings, public SMTP is recommended to check, though you can choose Private.

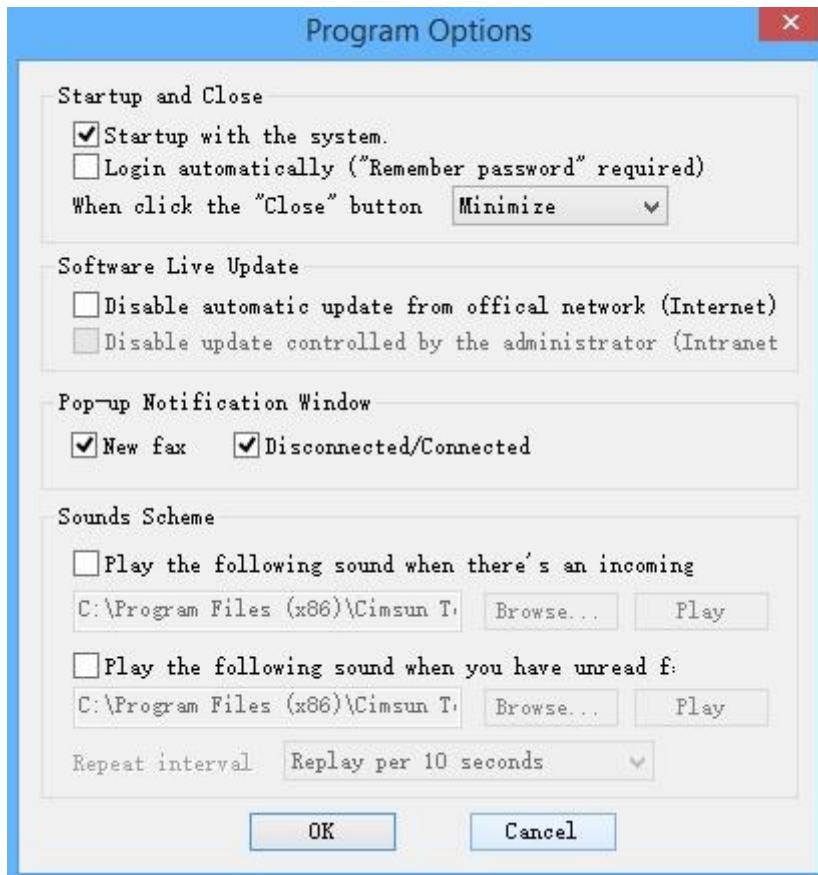
If your SMTP service requires an encrypt link, choose one agreement in the drop-down box:

- None
- TLS
- SSL

And type in the port.

## 6.6 Program Options

Click “Options” menu bar > “Program Options”. Program options window will appear.



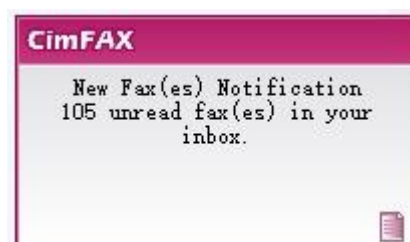
For “Startup and Close”, you can choose either “Startup with the system” or “Login automatically (Remember password required)”. You can choose options for the server from the drop-down menu when click the “Close” button:

- Remind me
- Exit
- Minimize

For Software Live Update, you can choose “Disable automatic update from official website (Internet)”. If you check on this option, fax software will not auto update. Or you can choose “Disable update controlled by administrator (Intranet)”.

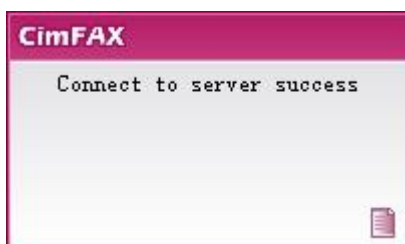
For “Pop-up Notification”, if you check on the option of “New Fax”, you’ll see a pop-up window when there’s a new fax coming.

If you check on “Disconnected/Connected”, you’ll see a pop-up window when server is disconnected or connected with your computer.



For “Voice Prompt”, you can check on the option “Play the following voice when there’s a new fax coming” and the option “Play the following voice when there’s unread fax”. When there’s new fax or unread fax, your computer will play voice to remind you.

Click “OK” when configuration is done.



## 6.7 Scan Settings

Click “Options” menu bar > “Scan Settings”.

Scans setting window will appear.

You can choose either “Gray” or “Color” for “Scan Data Source”.

“Convert Color/Gray Image to B/W Fax Format” includes two options:

- Image optimized (Bigger, slower)
- Text Optimized

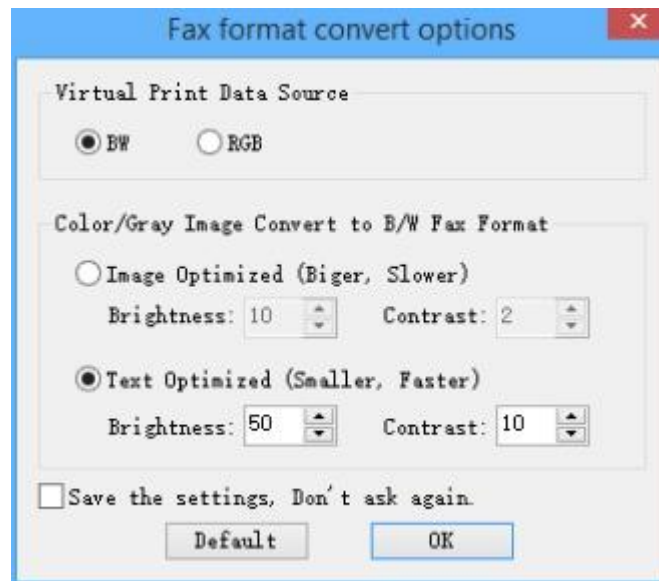
Brightness and contrast in the noted options will differ due to quality differences of original files. You can scan with default brightness, contrast, examine the scanning effect, and then adjust the value of brightness and contrast to get the clearest scanned document.





## 6.8 Fax Format Conversion

Click “Options” menu bar > “Format Converting”. Format converting window will appear.



For “Virtual Print Data Source”, you can choose:

- BW: gray document and image
- RGB: color document and image

As to “Converting color/gray image to B/W fax format”, you can choose:

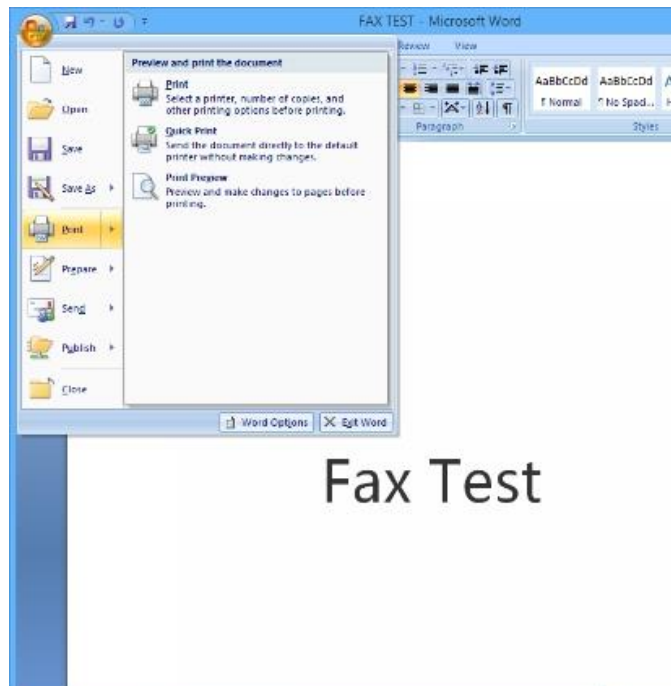
- Image Optimized
- Text Optimized

Brightness and contrast in the noted options will differ due to quality differences of original files. You can scan with default brightness, contrast and examine the scanning effect and then adjust the value of brightness and contrast to get the clearest scanned document.

## 6.9 Sending Faxes

### 6.9.1 Send fax from printing documents

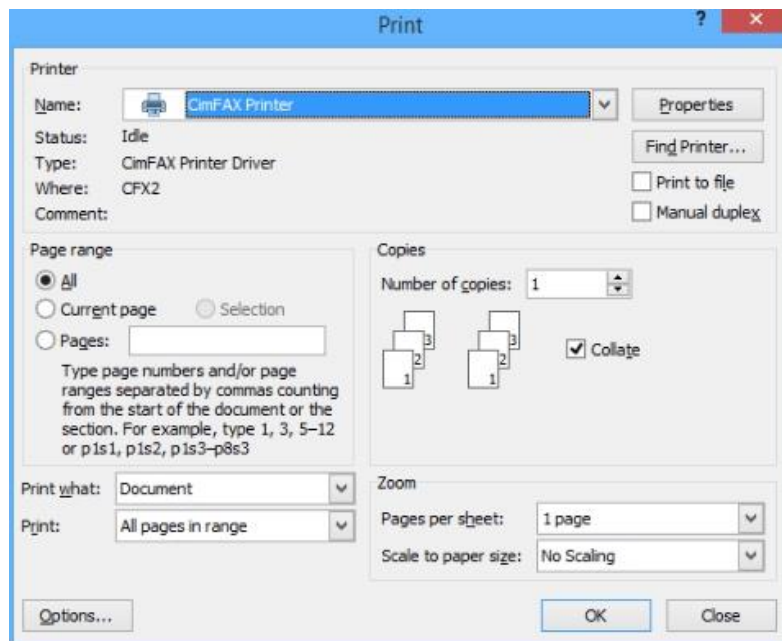
You can send a fax from printing a document. Take the example of sending an office doc. Click “Print” in the “file” menu.



Select “CimFAX Printer” in drop-down menu of printer.



**Note:** if the doc has many pages, please note to type in the number of pages that you want to send as fax. Printing too many pages may cause overload on your system.



Click “OK” and you’ll see the following message in the lower right corner.



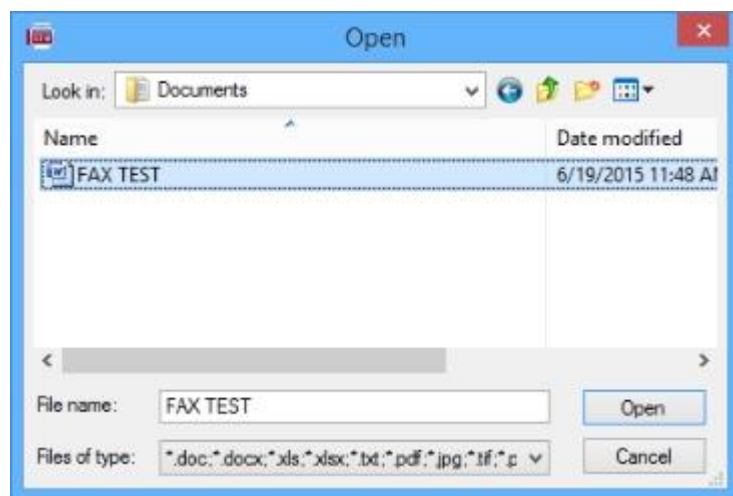
After printed, the doc content will be displayed in “Fax viewer”.



### 6.9.2 Send fax from selecting document

To send a fax, you can also click the “File” button or right clicking the document and choosing the option “Send fax”.

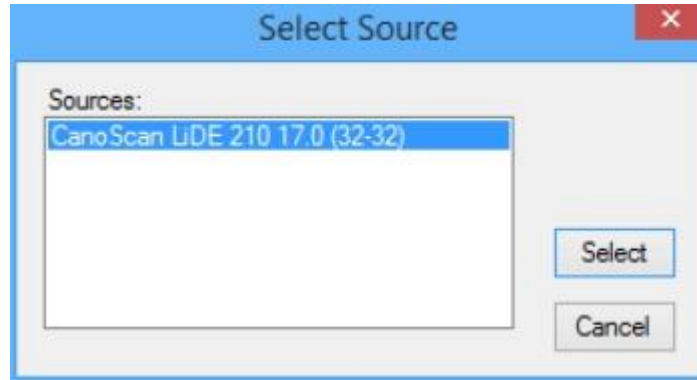
The file will be displayed in the Fax viewer.



### 6.9.3 Send fax from scanning

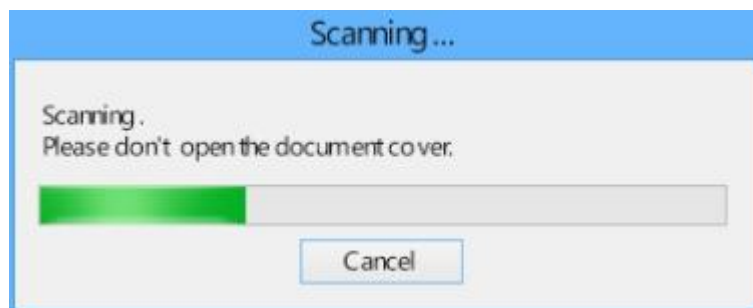
Click “Scan” button.

Select your scanner in the shown list and then click “Select”.



Scanner starts and the following progress window appears.

Progress screen might differ due to scanners' model differences. Some scanner may need some time for warming up. When scanning is done, the file will be displayed in the Fax viewer.

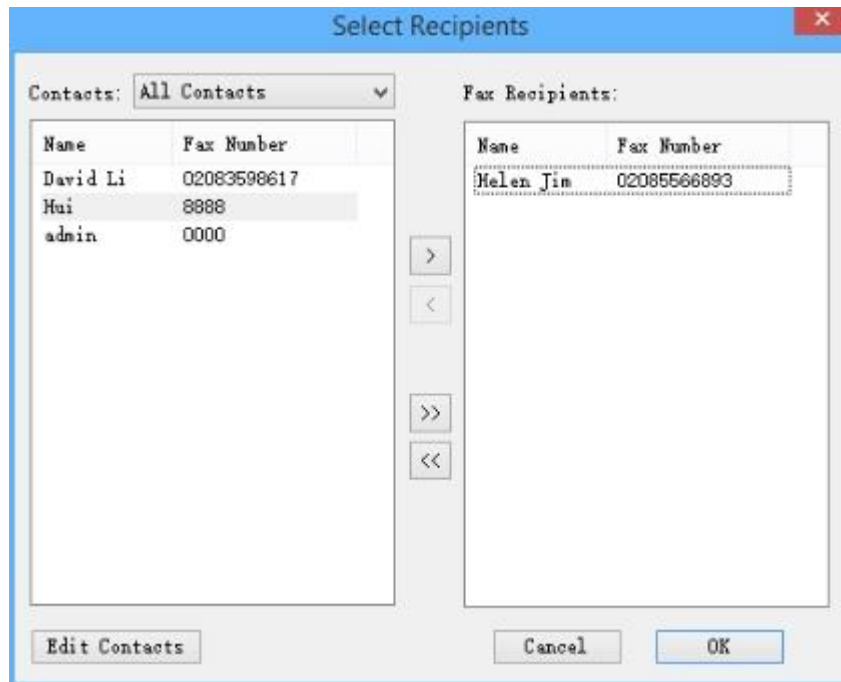


#### 6.9.4 Choose or enter recipients

In the Fax viewer window, enter fax number in the field of "To".



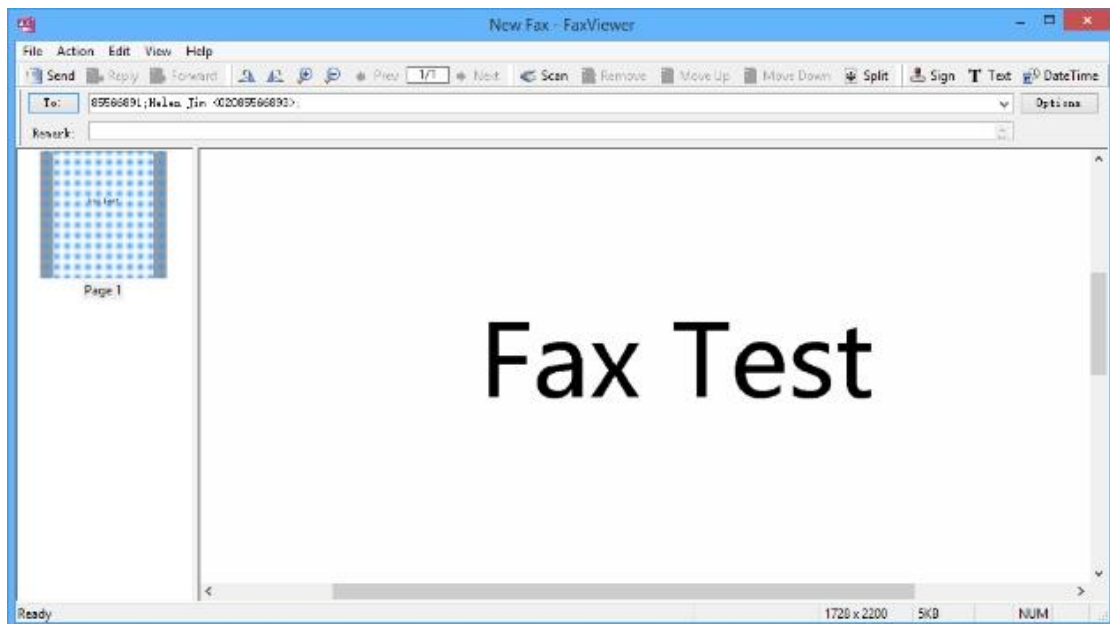
You can also click “To” button and select multiple recipients in Select Recipients window.



If you want to send a fax to multiple recipients, you can add multiple recipients' fax number in the field of “To” separate by colon.

Or add recipients' name and number in the following format: recipient 1<fax number 1>; recipient 2<fax number 2>; for example: Jack <02083598617>; John<02085566893>

If the recipient's number contains an extension in it, then put it in the following format: 02085566891-607 or 02085566893-607;

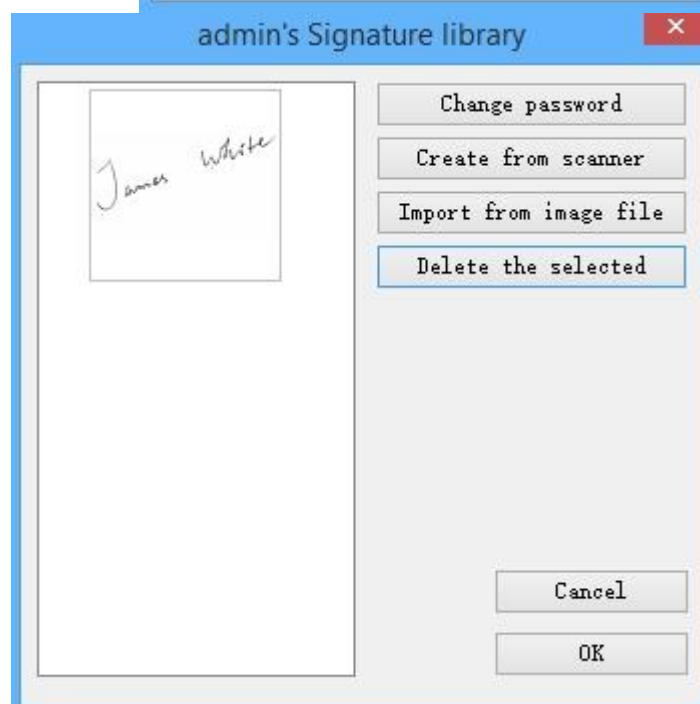


### 6.9.5 Signature and stamps

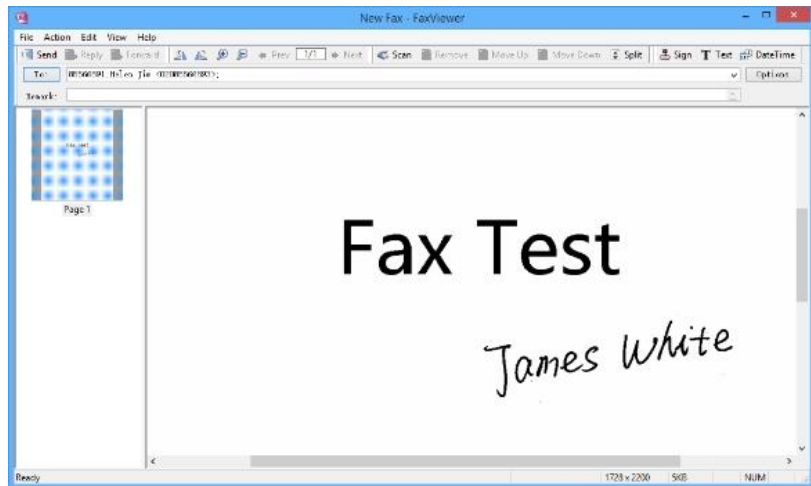
Click “Sign” button. You will be asked to enter protection password of signature library. Enter password and click “OK”. Follow the steps in “6.4 Signature Library” the first time you use the signature library.



Click the signature you want in the list on the left of signature library window or select the signature and click “OK”.

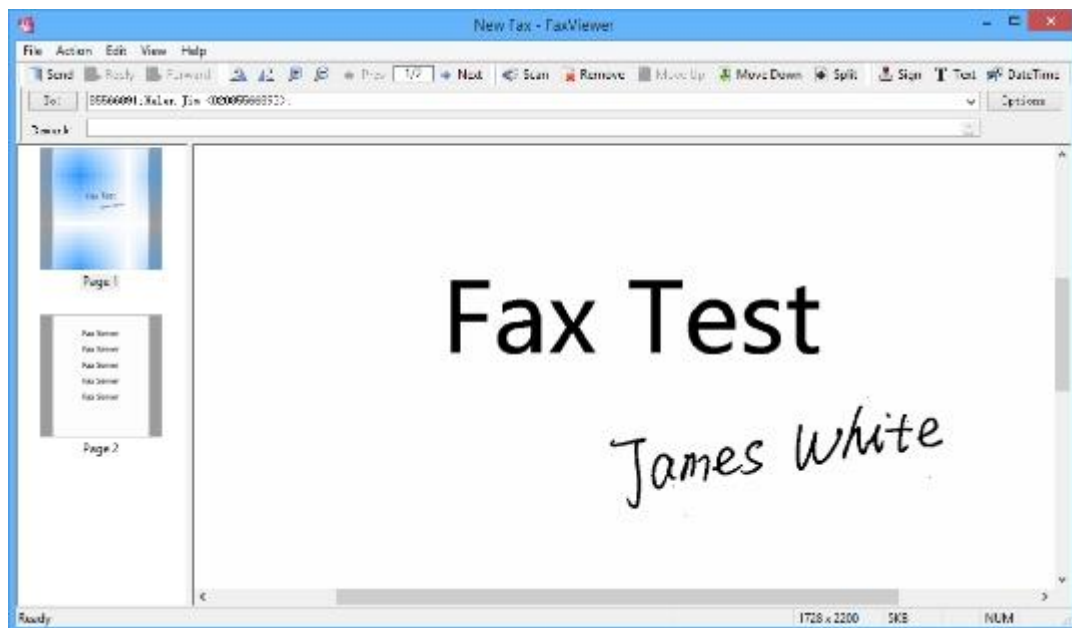


Put your mouse cursor in the fax page and click where you want to sign or stamp. The signature or stamp will be there when it's done.



#### 6.9.6 Add a page

Click “File” menu bar > “New Page”. You can choose to add a page from a scanner or a file. When page is added, you can see the pages of the fax on the left panel.



#### 6.9.7 Rotate Page

Click “Options” menu bar > “Rotate Page”. Rotate page window will appear.



If the image is horizontal and its width exceeds FaxViewer range, you can choose between:

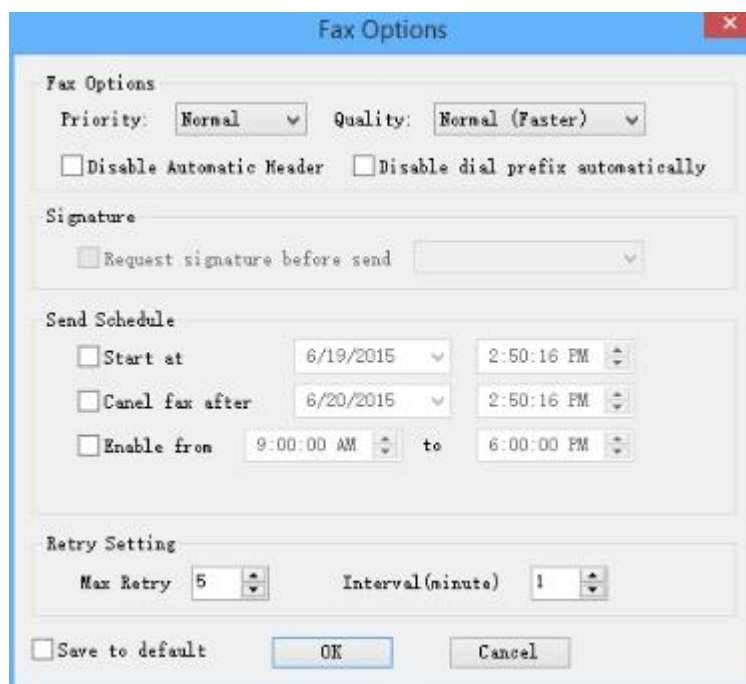
- Rotate the image automatically to fit the screen.
- Keep the image as it is.

Check on the option “Save the setting. Don’t ask again.”

Click “OK”.

### 6.9.8 Fax options

Click “Options” in the upper right corner of the Fax Viewer. Fax options window will appear.



#### Options include:

“Priority”: when several tasks are delivered to the server, the server will process the tasks according to priority list.

“Quality”: fax of fine quality takes more time to be sent out while normal quality ones take less time.

“Disable automatic header”: there will be no header on faxes.

“Disable dial prefix automatically”: server will not dial IP prefix or external call prefix.

“Start at”: fax sending scheduled at a certain time.

“Cancel fax after”: stop sending faxes at a certain time, whether or not number of retries reaches the maximum amount.

“Enable from”: fax can be sent only within the period of the day set.

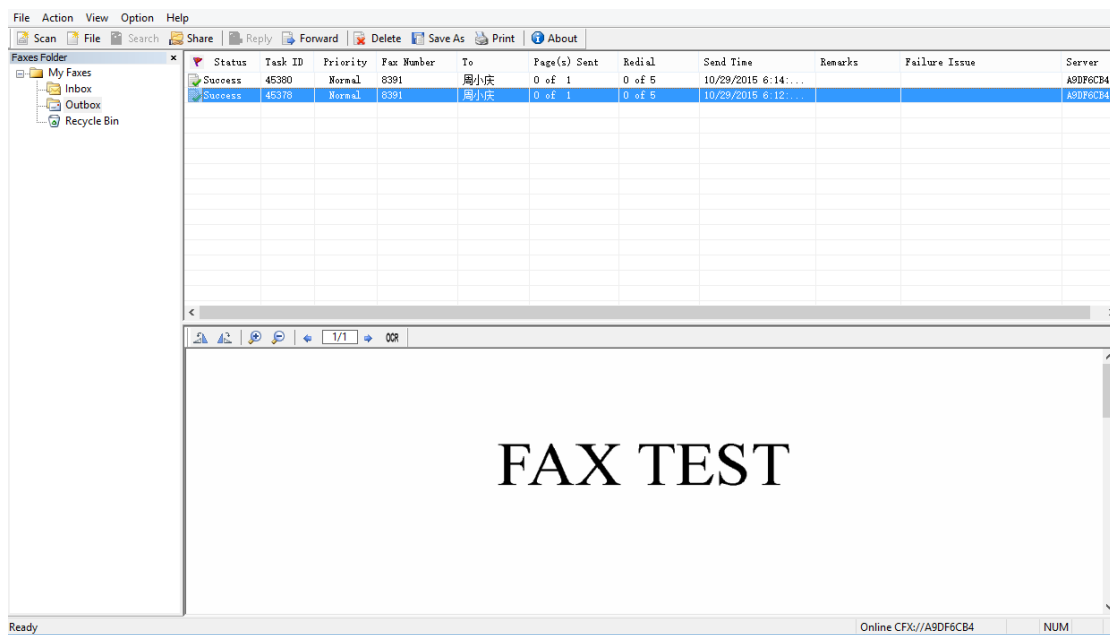
“Max retry”: the maximum retry times the server will make when a fax sending failed.

“Interval (minute)”: the interval time between retries.



### 6.9.9 Outbox and sending status

FaxViewer window will be closed when you click “Send” button and outbox details will be displayed on client home screen. You can monitor faxing status in real time.



To stop sending, right click the fax task and choose “Stop sending”.

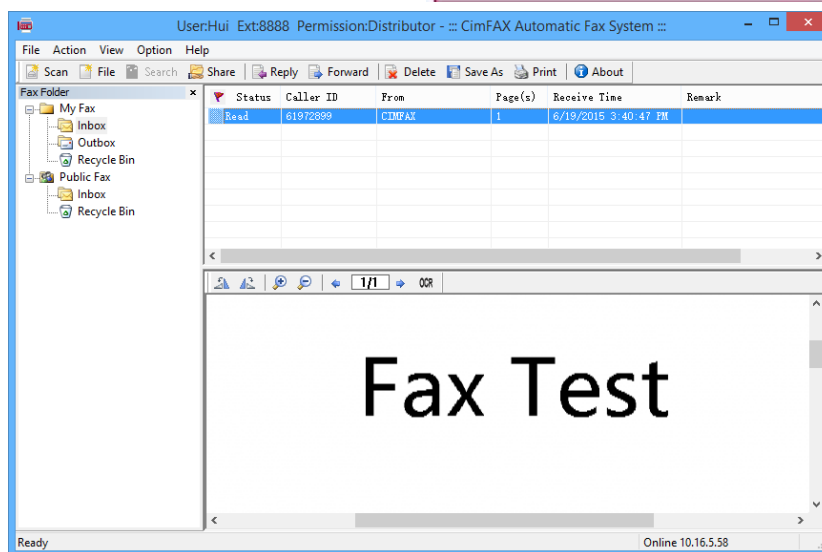
## 6.10 Receiving Faxes

### 6.10.1 View faxes

When there's a new incoming fax, the server will route it to extension number it's been directed to (see 8. Fax Mode). Open CimFAX client and you can see the following pop-up notification in the lower right corner of your computer (if you checked on the option in 5.6 Program Options).



Click the message. Inbox screen will show up. Click the unread fax and the fax content will be displayed in the preview window below the main screen. Click to view next pages.



You can also double click the fax to view it in the FaxViewer.

Rotate counterclockwise/ rotate clockwise the page.

Zoom in/ zoom out the page.

### 6.10.2 Reply and forward

To reply or forward a fax, first double click the fax in the inbox. It will be opened in the FaxViewer. Click "Reply" or "Forward" button in the top tool bar. Then you can reply or forward the fax.

### 6.10.3 Save faxes

To save a fax, first click "Save As" button on the top tool bar of the client or click sub-category "Save As" under the "File" menu on the top menu bar.

You can also save faxes as tif, pdf, jpg or png files by: double clicking the fax and getting into FaxViewer window > clicking "File" menu on the top menu bar>clicking "Fax save as" or save one page of a fax as PNG, JPG or BMP images by: clicking "File" menu on the top menu bar> clicking "Page save as".

### 6.10.4 Print faxes

Click "Print" button on the top tool bar of the client or "Print" menu in the FaxViewer to print a fax.

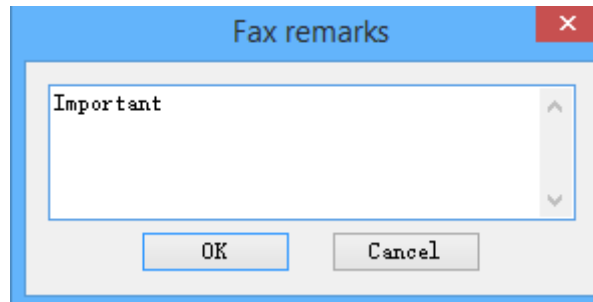
### 6.10.5 Add a contact

To add a contact, just right click the fax number in the column of “Caller ID” and choose “Save to Contacts”.

Edit contact’s information in Contacts Details window and click “Save”. The contact is saved. You can check it later in Contacts.

### 6.10.6 Add remarks

To add text remarks to a fax, right click the fax and choose “Add remarks”  
Edit remarks you want to add in the following window and click “OK”.



The remarks will be displayed in the column “Remarks”.

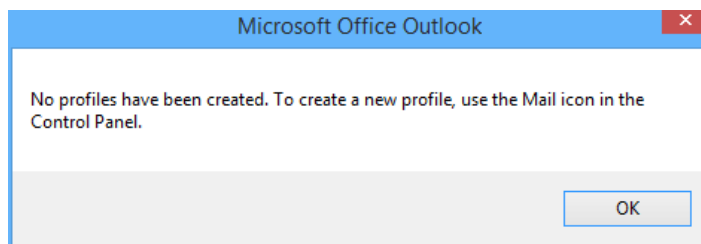
Status	Task ID	Priority	Fax Number	To	Page(s) Sent	Redial	Send Time	Remarks	Failure Issue	Server
Success	45380	Normal	8391	周小庆	0 of 1	0 of 5	10/29/2015 6:14:...			A9DF6CB4
Success	45378	Normal	8391	周小庆	0 of 1	0 of 5	10/29/2015 6:12:...	Important		A9DF6CB4

### 6.10.7 Send fax by email

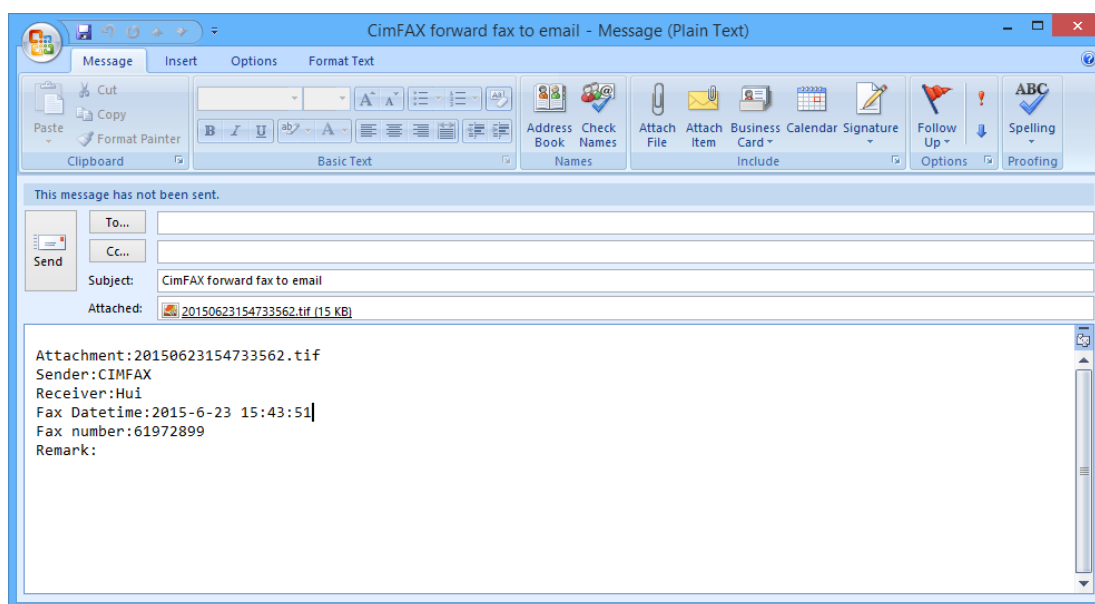
You can send the received fax by email to others. Right click the fax and choose “Forward thru Email”.

CimFAX client only supports forwarding email by Microsoft Office Outlook. Therefore, you have to have Outlook client and

Outlook profile in place. Otherwise, you are asked to create an Outlook profile. Click “Control Panel” in your Windows PC and open “Email” to create.



Then the fax is sent as an attached TIF file by Outlook email.

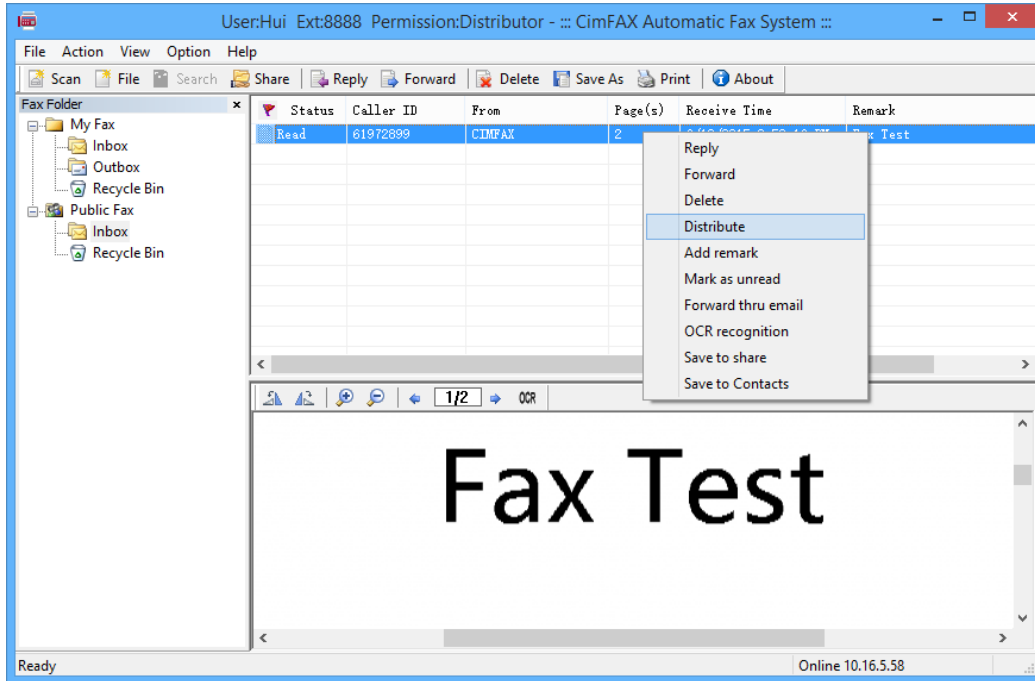


#### 6.10.8 OCR options

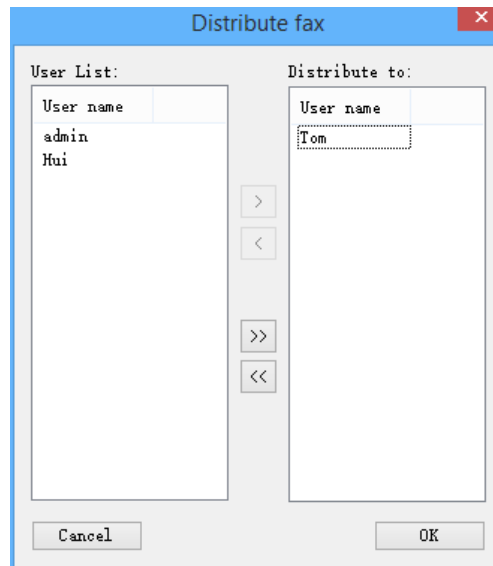
This function is not available any more.

## 6.11 Public Faxes Distributing

If your account has the permission of “Distributor”, the server will route the un-specified incoming fax to your public inbox (See 8. Fax Mode). You can view the content and check whether it should be forwarded or deleted.

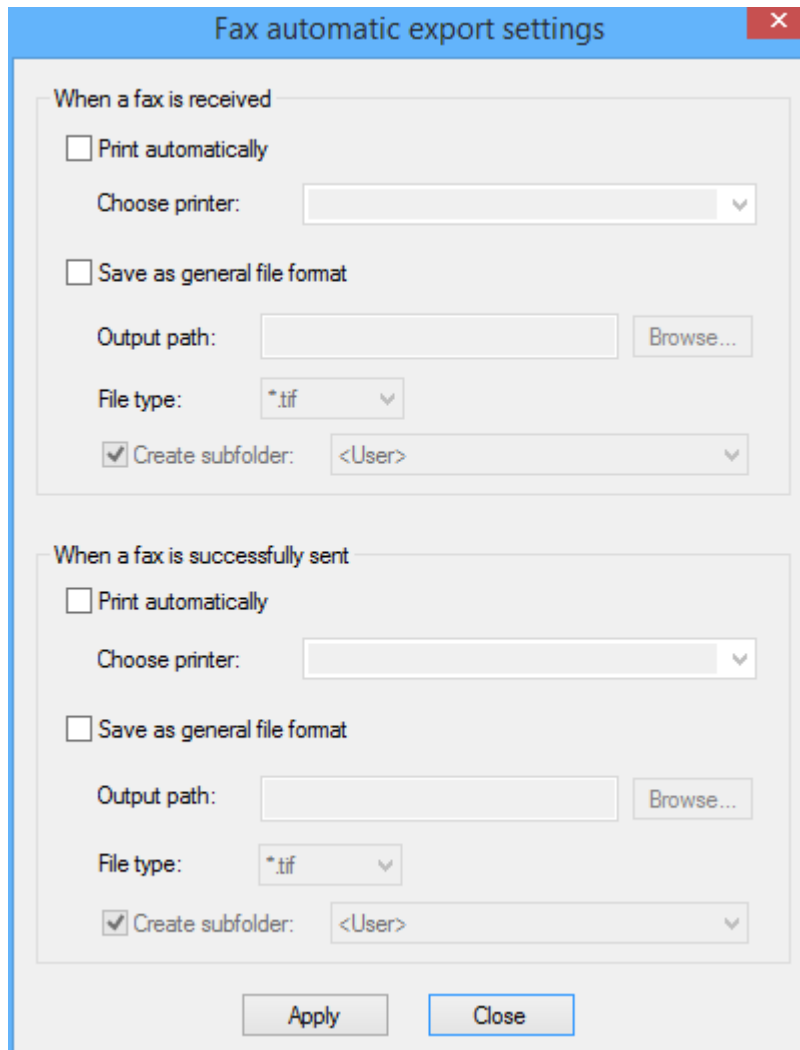


Right click the fax and choose “Distribute” in the popup menu to distribute it to other users.



## 6.12 Faxes Auto Export

Click “Options” menu bar > “Automatic Export”.



The dialog box is titled "Fax automatic export settings" and contains two main sections for configuring automatic export actions.

**When a fax is received**

- ☐ Print automatically  
Choose printer: [dropdown menu]
- ☐ Save as general file format  
Output path: [text field] [Browse...]  
File type: \*.tif [dropdown menu]  
☒ Create subfolder: <User> [dropdown menu]

**When a fax is successfully sent**

- ☐ Print automatically  
Choose printer: [dropdown menu]
- ☐ Save as general file format  
Output path: [text field] [Browse...]  
File type: \*.tif [dropdown menu]  
☒ Create subfolder: <User> [dropdown menu]

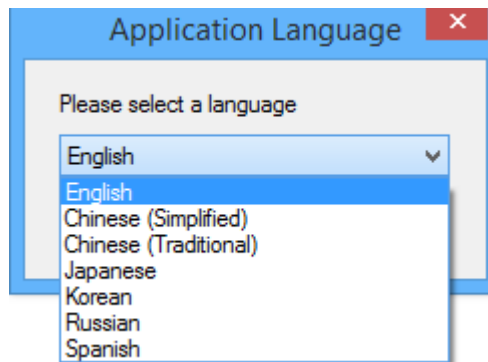
At the bottom of the dialog are two buttons: "Apply" and "Close".

Click to check on and/or off the options of auto print and save when a fax is sent or received.

1. Choose the printer that is connected to your computer.
2. Browse to choose the folder that you'd like the fax to be saved in.
3. Choose the file type of the saved fax. It can be either tif or pdf.
4. Choose whether to create a subfolder according to the user name, fax number and contacts.

## 6.13 Language Configuration

Click “Options” menu bar > “Language”.



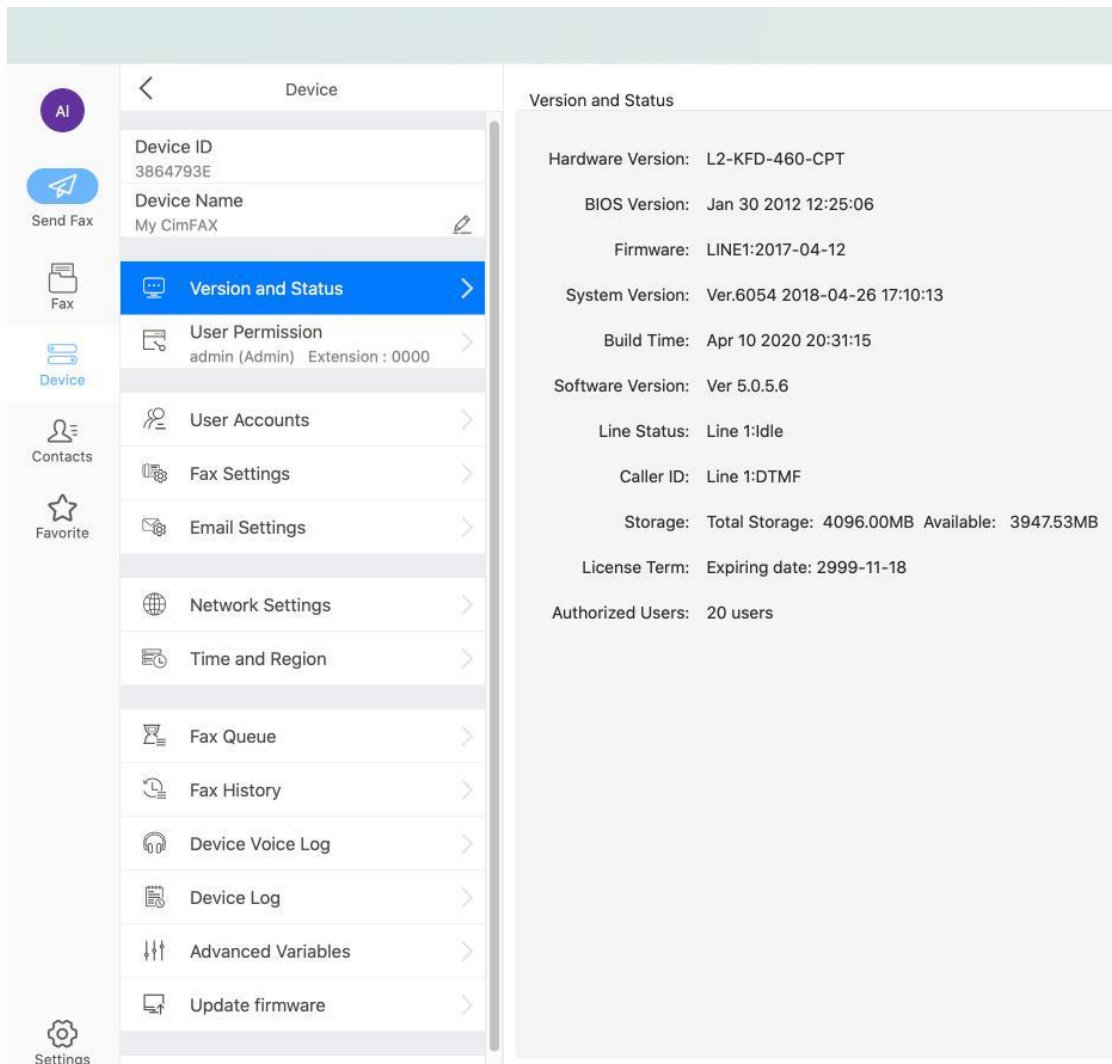
Select the language you want for the client.



## **7. Instructions for CimFAX on Mac**

## 7.1 Check CimFAX Server Version and Status

You may need to check CimFAX server software version and firmware version when there's any issue sending and/or receiving faxes. Log into CimFAX client software, then click “Device” and then “Version and Status”.



In this window, you can see the software and firmware version. You can also see the line status, storage and authorized users of the server. You can tell check whether or not the server is sending or receiving faxes by the line status.

## 7.2 Set up User Accounts

*Note: Please login as admin account or an account with the permission of “Administer” to set up user account.*

Log in CimFAX, click “Device”, then “User Accounts”. You can add a user or delete a user here. When adding a user, enter the user name, password and extension number. The extension number is only valid in CimFAX. It’s not your company/firm extension number.

Check on the permissions you’d like to let the user have.

The screenshot displays the CimFAX web interface for managing user accounts. On the left, a sidebar menu includes options like AI, Send Fax, Fax, Device, Contacts, Favorite, and Settings. The main content area is titled 'Device' and shows details for a specific device (ID: 3864793E, Name: My CimFAX). Below this, a list of users is shown, including 'admin', 'test', 'test-8006', and 'Lucinda'. The 'User Accounts' section is highlighted, showing a form to add or modify a user. The form includes fields for 'User Name', 'Password', and 'Ext No.', as well as checkboxes for 'User Permissions' (Administer, Distribute, Send, Receive, Remote Access, Fax Forward to Email) and 'Fax Forward to Email Options' (Forward to Email, Email to Receive, SMTP Setting, SMTP Server, SMTP Account, SMTP Password, Email for Sending). Buttons for 'Add User', 'Delete User', and 'Apply' are at the bottom.

## 7.3 Fax Settings

*Note: Please login as admin account or an account with the permission of “Administer” to set up user account.*

Click “Device”, then “Fax Settings”.

The screenshot displays the 'Device' settings page for 'My CimFAX111'. The left sidebar contains navigation options: Send Fax, Fax, Device (selected), Contacts, Favorite, and Settings. The main content area is titled 'Device' and lists various settings categories: Version and Status, User Permission (admin (Admin) Extension : 0000), User Accounts, Fax Settings (selected), Email Settings, Network Settings, Time and Region, Fax Queue, Fax History, Device Voice Log, Device Log, Advanced Variables, and Update firmware. The 'Fax Settings' section is expanded, showing configuration for 'Line 1'. Fields include Company Name, Fax Number (8003), CSID, Send speed (14400 bps), and Receive speed (14400 bps). Checkboxes for 'Send fax with ECM enabled', 'Receive fax with ECM enabled', 'Disable voice prompt for sending', and 'Disable voice prompt for receiving' are all checked. A note states '(All incoming faxes will go to public fax inbox)'. Other options include 'Disable sending from this line', 'Rings to Answer: 2', 'Disable warning beep of this line', 'Reset this line when receiving done', 'Receive without correct extension', 'Receive without calling tone', and 'Receive with correct extension'. The 'Call Transfer Code' is set to '\*'. The 'Fax page header format' is shown as 'FROM: &C &F-&E &N TO: &P &R|&Y-&M-&D &H:&m:&S (&G) Page &p of &t'. Fields for 'IP Dialing Code', 'Local Area code' (020), and 'Outside Line Access Code' are also present. An 'Apply' button is at the bottom right.

You need to fill in your company name, fax number, CSID (which is the short name of your company name).

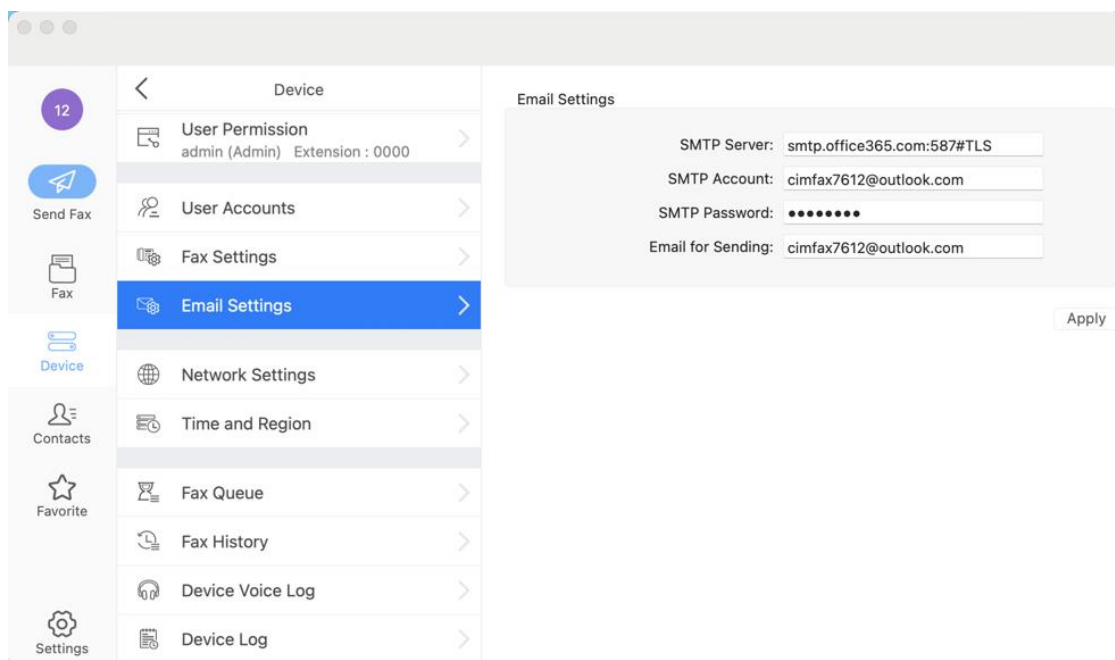
You can change send and receive speed when there are issues like sending and receiving fails. You can also check on the options of “Send fax with ECM enabled” and “Receive fax with ECM enabled” when sending and receiving fails or it sends or receives only part of the total fax.

For the explanations of other options, please refer to section 5.4 Fax Options.

## 7.4 Fax to Email Settings

*Note: Please login as admin account or an account with the permission of “Administer” to set up user account.*

Click “Device”, then “Email Settings”. Set this up and you will get incoming faxes in your email as PDF attachments.



- “SMTP Server”: the SMTP server address like: smtp.MailServer.com.  
If your email requires encrypt link, you'll have to assign the port such as "465" and encrypt type like "#SSL". “SMTP account”: your SMTP account.
- “SMTP password”: your SMTP password.
- “Email address”: your email address like [youraccount@MailServer.com](mailto:youraccount@MailServer.com).

We suggest you use outlook email as the sending email and use outlook smtp service.

## 7.5 Network Settings

*Note: Please login as admin account or an account with the permission of “Administer” to network settings.*

CimFAX IP address is set to be assigned by DHCP by default. If you’d like to specify an IP address, please click “Device” and then “Network Settings”. Check on the option of “Manually specify”. Then enter the IP address, Subnet Mask, Router and DNS information. Click “Apply”.

Please make sure the IP address is valid and available. You’d better check on the option of “Undo the change if the client can’t connect to the server”.

**Device**

- User Permission  
admin (Admin) Extension : 0000
- User Accounts
- Fax Settings
- Email Settings
- Network Settings**
- Time and Region
- Fax Queue
- Fax History
- Device Voice Log
- Device Log

**Network Settings**

MAC Address: 00-E0-91-01-22-76

☒ Manually specify ☐ Assigned by DHCP

IP Address: 10.16.7.88

IP Address2: 0.0.0.0

IP Address3: 0.0.0.0

Subnet Mask: 255.255.252.0

Router: 10.16.5.1

DNS: 10.16.4.27

Internet Status: Connected

☐ Undo the change if the client can't connect to the server

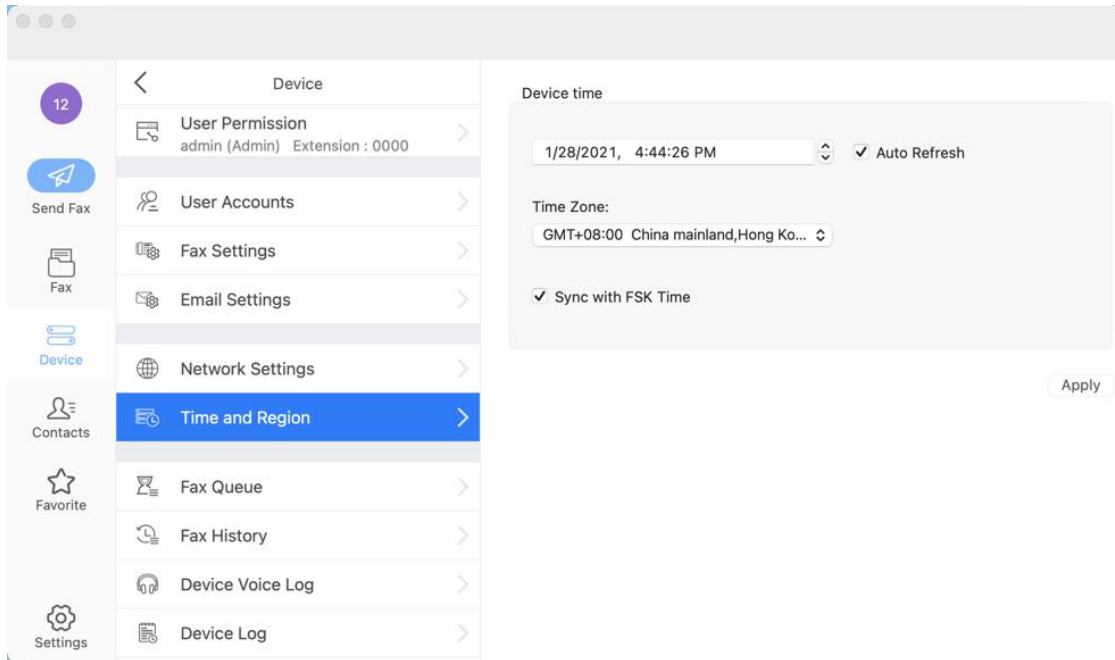
Apply

## 7.6 Set up Time and Region

*Note: Please login as admin account or an account with the permission of “Administer” to set up time and region information.*

Click “Device”, then “Time and Region”. Enter your local date, time and time zone information. Then click “Apply”.

FSK timecode is generated only when there’s an incoming call, and includes only “month, date, hour, minute and second”. If the year of the server date and time is wrong, please modify it manually. If your fax line does not support FSK caller identification or your FSK timecode is incorrect, you can uncheck the option.



## 7.7 Check Fax Queue

*Note: Please login as admin account or an account with the permission of “Administer” to check fax queue.*

In fax queue, columns include server ID, task ID, file ID, priority, fax number, recipients, sender, dial attempts, send time and remarks. Task ID and file ID are generated by the server.

Server	Task ID	File ID	Priority	Fax Number	Recipient(s)	Sender	Dial attempt(s)	Send Time	Remarks
3864793E	2156	00000276	Normal	8006		admin	1/3	Sep 17, 2020 16:37:38	

At the bottom of the interface, there are buttons for 'View Content', 'Stop sending', and 'Refresh'.

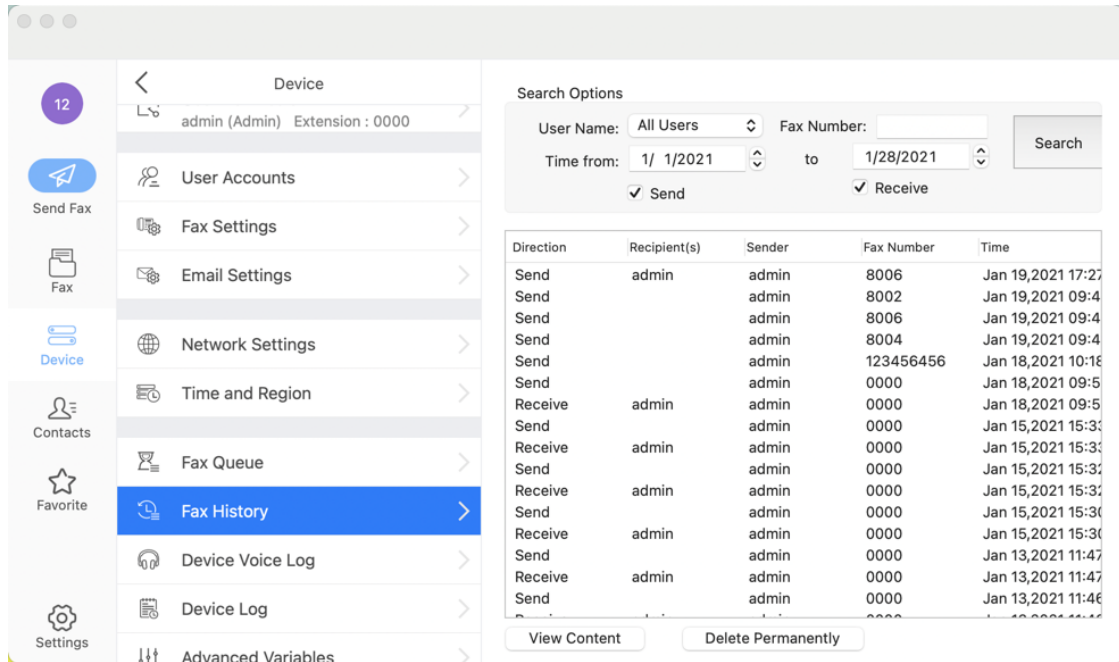


## 7.8 Check Fax History

*Note: Please login as admin account or an account with the permission of “Administer” to check fax history.*

In fax history, you can search by user name, fax number and time range. You can search both faxes sent out and received in the time range you set. The columns include direction, recipients, sender, fax number, time, speed, status and remarks. You can select any of them to view content or delete permanently.

Please note: to delete faxes permanently, you need to add advanced variables. Please contact our tech support for the advanced variables.



**Search Options**

User Name:  Fax Number:

Time from:  to

☒ Send ☒ Receive

**Fax History Table:**

Direction	Recipient(s)	Sender	Fax Number	Time
Send	admin	admin	8006	Jan 19,2021 17:27
Send		admin	8002	Jan 19,2021 09:4
Send		admin	8006	Jan 19,2021 09:4
Send		admin	8004	Jan 19,2021 09:4
Send		admin	123456456	Jan 18,2021 10:18
Send		admin	0000	Jan 18,2021 09:5
Receive	admin	admin	0000	Jan 18,2021 09:5
Send		admin	0000	Jan 15,2021 15:3
Receive	admin	admin	0000	Jan 15,2021 15:3
Send		admin	0000	Jan 15,2021 15:3
Receive	admin	admin	0000	Jan 15,2021 15:3
Send		admin	0000	Jan 15,2021 15:3
Receive	admin	admin	0000	Jan 15,2021 15:3
Send		admin	0000	Jan 13,2021 11:47
Receive	admin	admin	0000	Jan 13,2021 11:47
Send		admin	0000	Jan 13,2021 11:46

**Actions:**

## 7.9 Create Device Voice Log

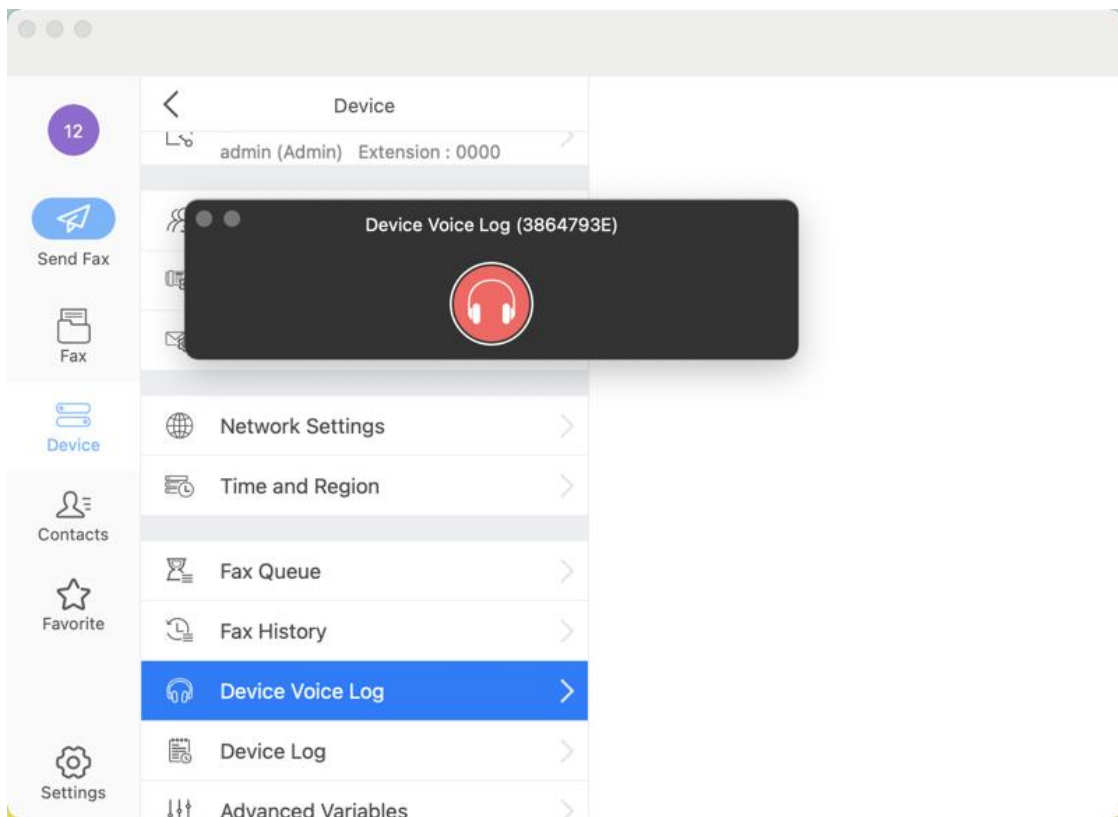
*Note: Please login as admin account or an account with the permission of “Administer” to create device voice log.*

This function is used only when you are having problems with sending and/or receiving faxes. The voice log is used to analyze the cause of sending and/or receiving failure.

If your fax line is correctly connected to CimFAX (line status in “Version and Status” shows idle), and the recipient’s fax number is correct, but sending fails, please try sending again and click “Device Voice Log”. When the sending is done, a wav file will be created. Go to CimFAX directory, open “Voice log” folder. You’ll find it. It is named with the current time.

If you are not able to receive fax, have someone send a test fax to you. Then follow the same steps to get the voice log.

Please contact our tech support, describe your issue and send them these voice logs.

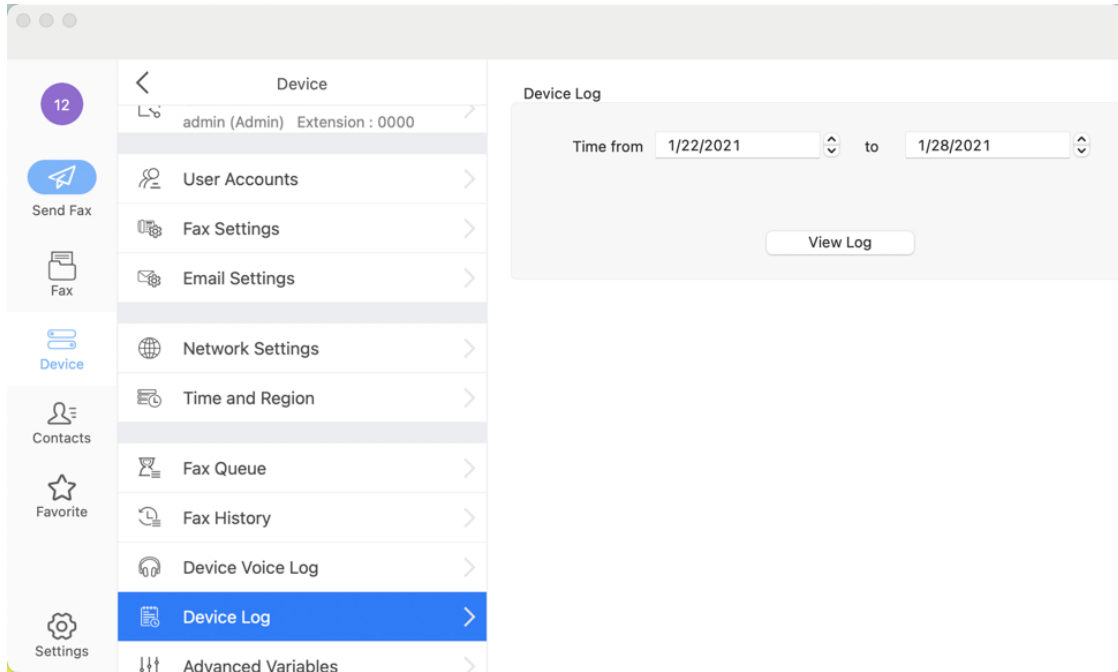


## 7.10 Check Device Log

*Note: Please login as admin account or an account with the permission of “Administer” to check device log.*

Check “Device Log” when: 1) CimFAX server keeps reboot, 2) CimFAX client keeps disconnecting, 3) fax to email fails, 4) sending/receiving fails, 5) other server issues. The log shows server’s activities in the last 7 days.

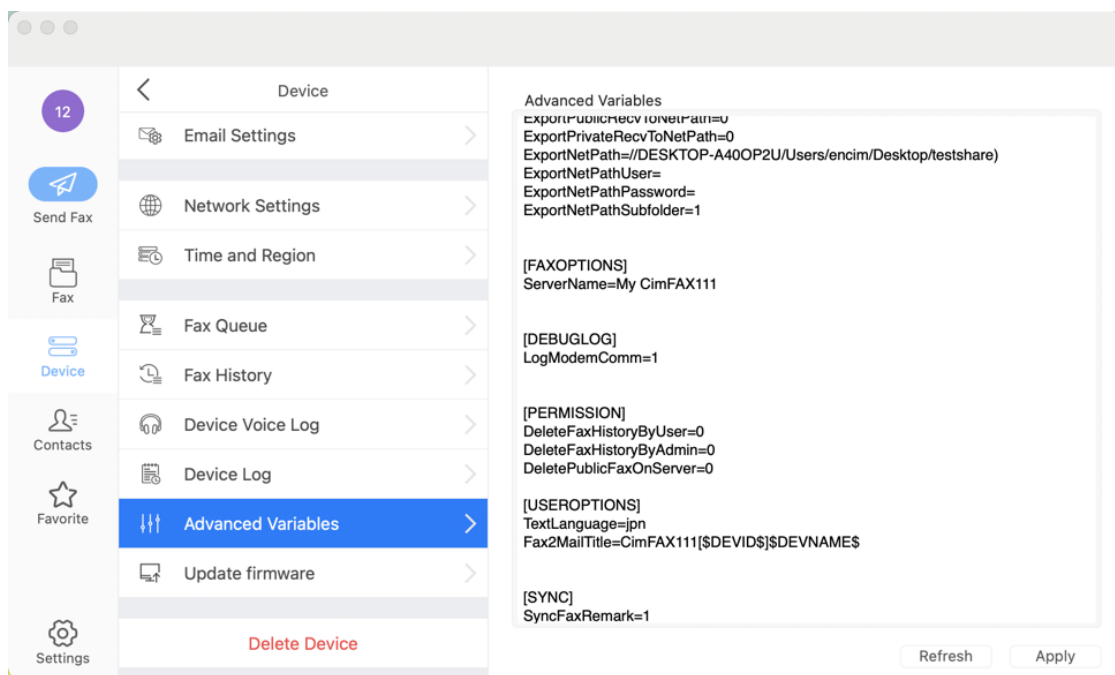
Click “Device Log”. A txt file will be generated in moments. Contact our tech support, describe your issue and send the log to them.



## 7.11 Add Advanced Variables

*Note: Please login as admin account or an account with the permission of “Administer” to add advanced variables.*

If you'd like to 1) have faxes auto saved in your network shared folder without running CimFAX client, 2) change server name, 3) delete faxes permanently, 4) synchronize fax remarks or any other features that are not currently available, you need to add advanced variables. Contact our tech support in this case.

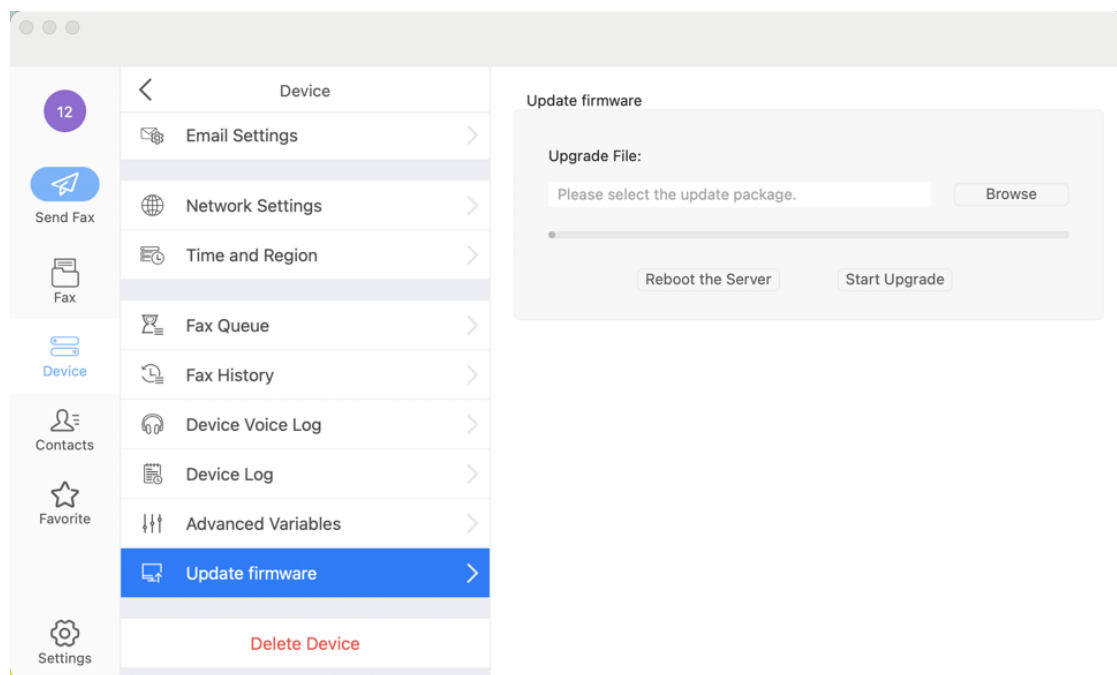


## 7.12 Update Firmware

*Note: Please login as admin account or an account with the permission of “Administer” to add advanced variables.*

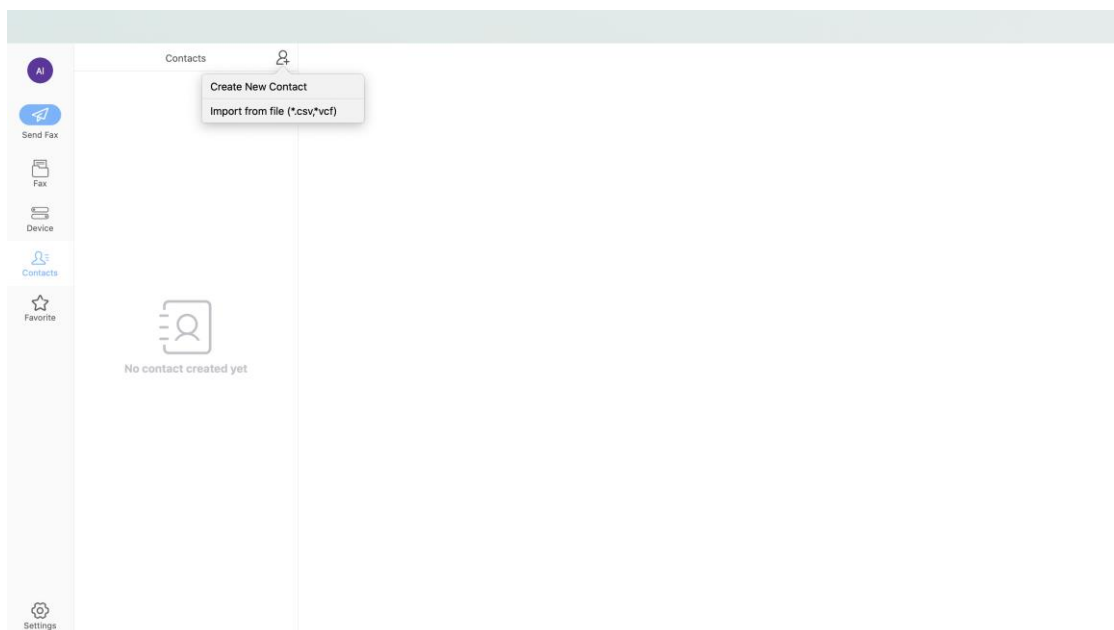
Sometimes you might need to update server software and firmware to solve faxing issues or have updated functions. Download the latest server software and firmware update package from the download center of our website or get them from our tech support. Then click “Update firmware”. Browse to choose the img file and click “Start upgrade”.

*Please note: the img file is the correct file format. No need to unzip/burn it.*

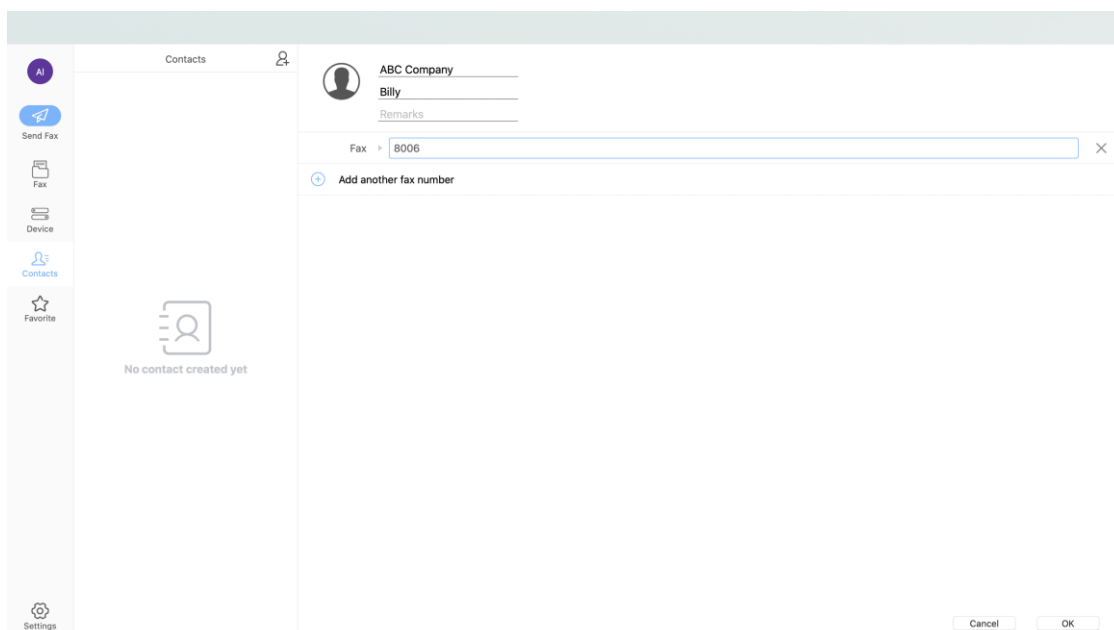


## 7.13 Create and Import Contact

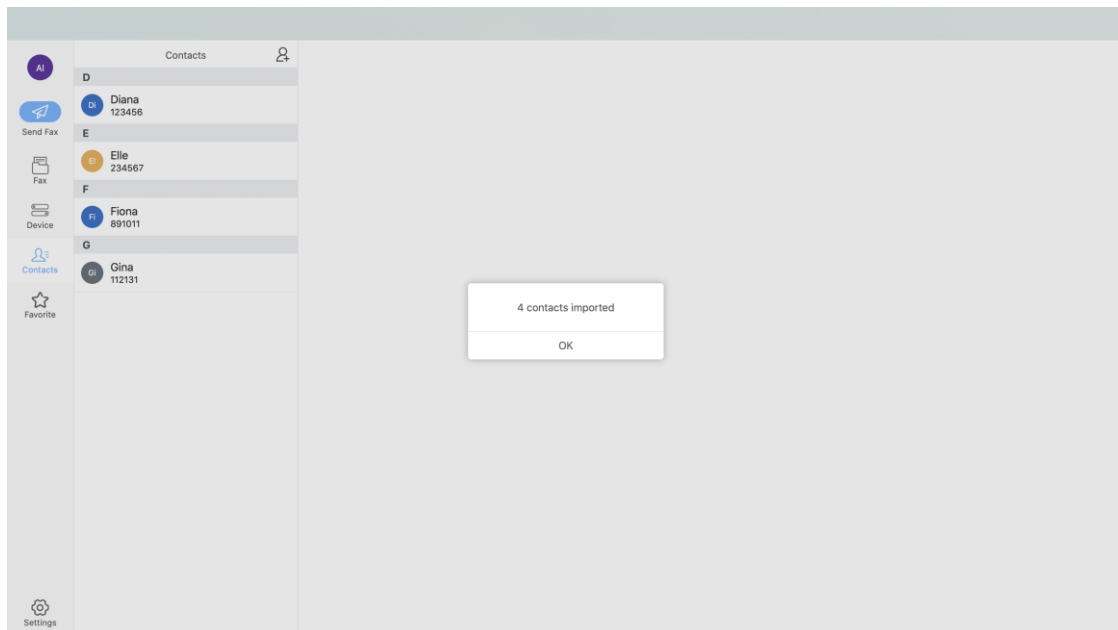
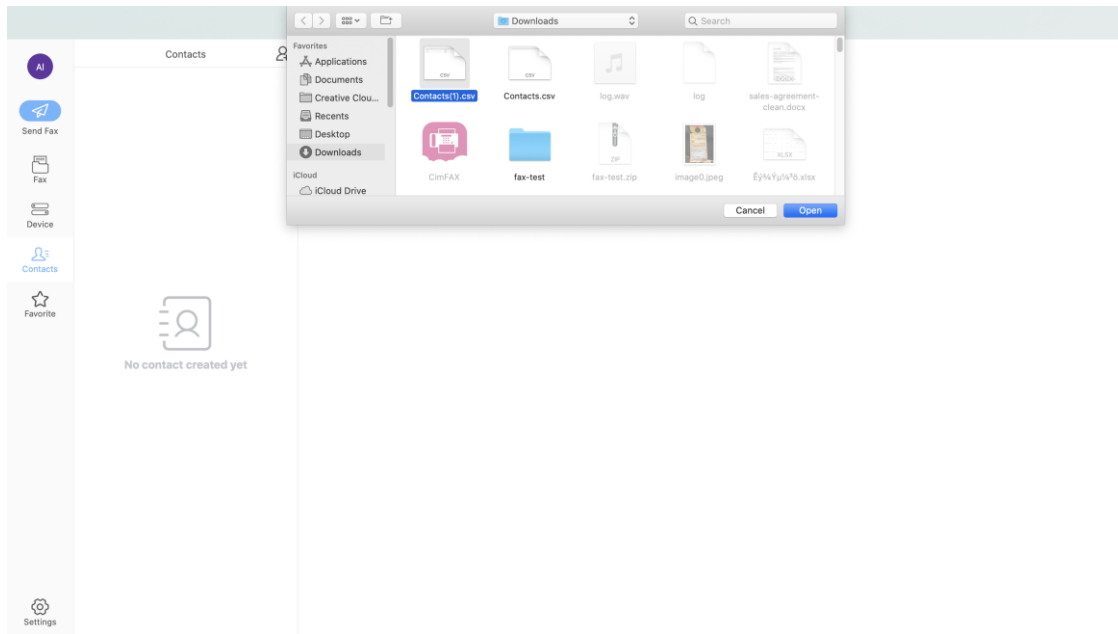
To create and import contact, click “Contacts”, then the man icon. You’ll see two options: “Create New Contact” and “Import from file”.



To create a new contact, enter company name, contact’s name and fax number. Then click “OK”.



To import from file, browse to choose the csv file you’ve created. Click “Open”. Then contacts are imported. *Please note: the csv file must contain three columns: company name, contact name and fax number.*



## 7.14 Send Fax

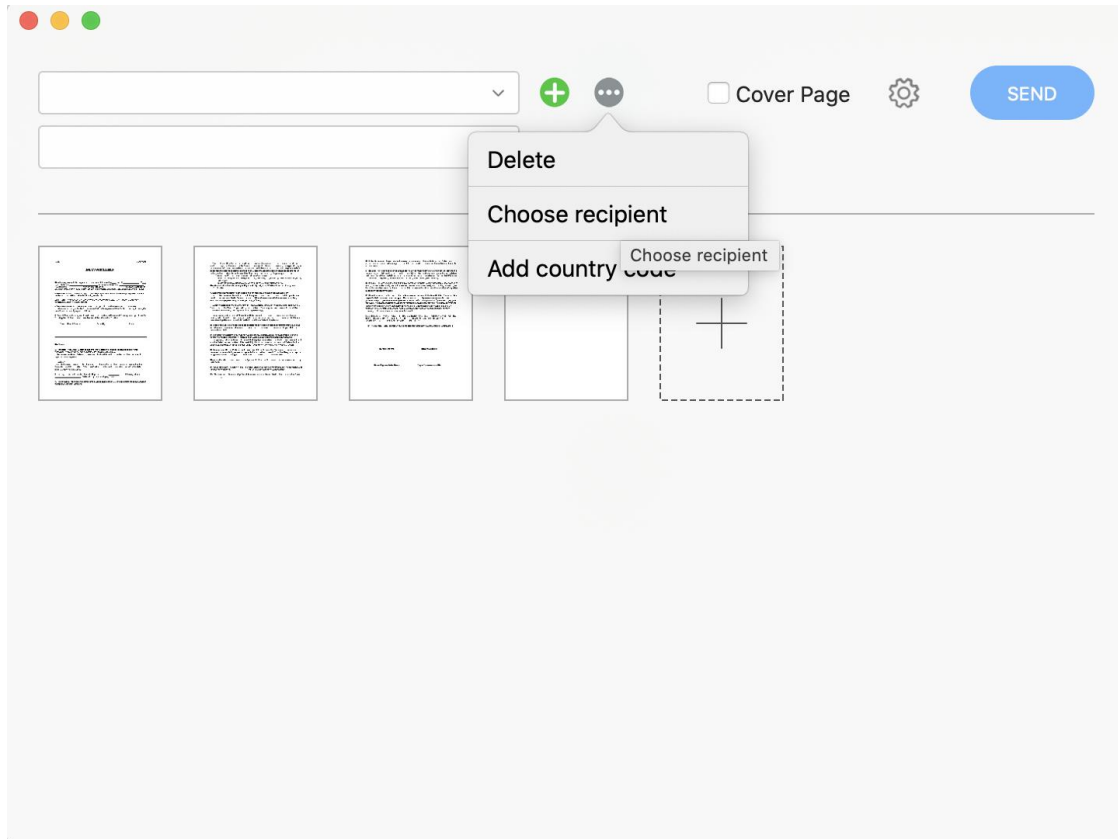
To send a fax, you can either drag the file and drop it in CimFAX window or click “Send fax”.

In “Send fax” window, drag and drop the file in the add box.

Then enter recipient’s fax number in the blank field, or click the dropdown icon to choose a recipient.

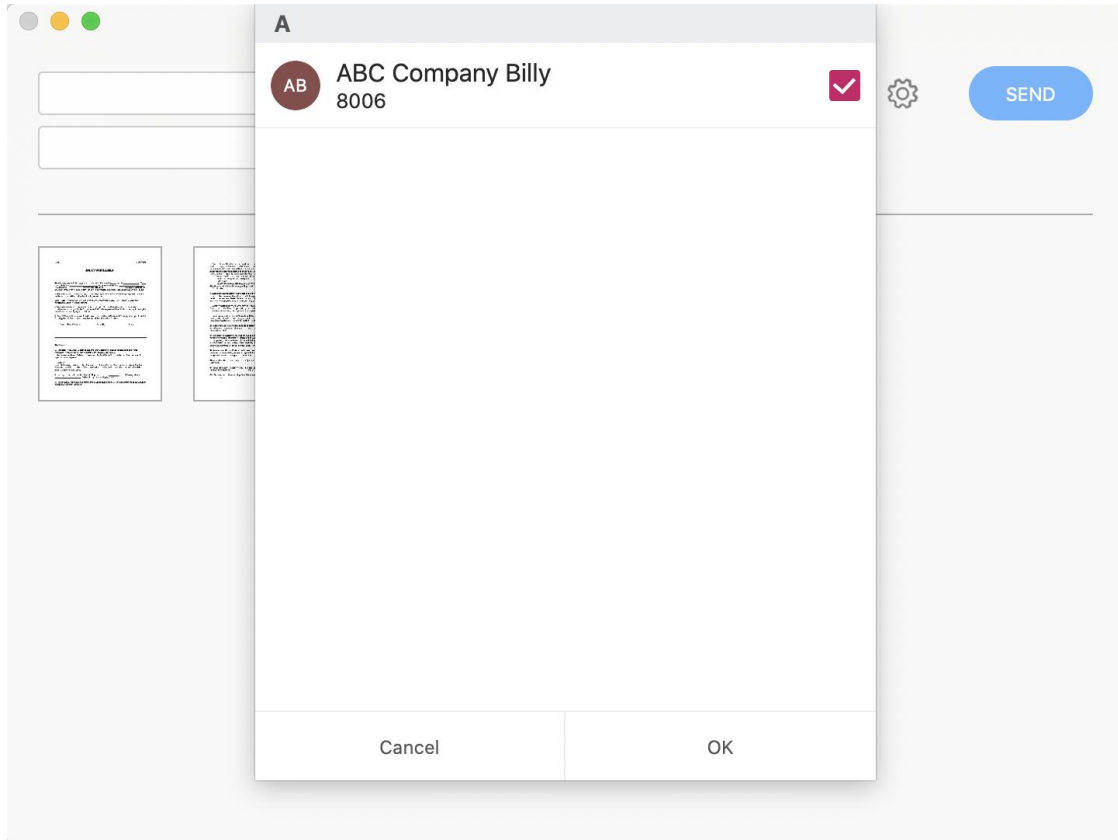
Click the “+” icon to add another recipient or another fax number if you need to send the fax to multiple recipients.

Click the “...” icon to see more options including: “Delete”, “Choose recipient” and “Add country code”. If you click “Delete”, this line will be removed.

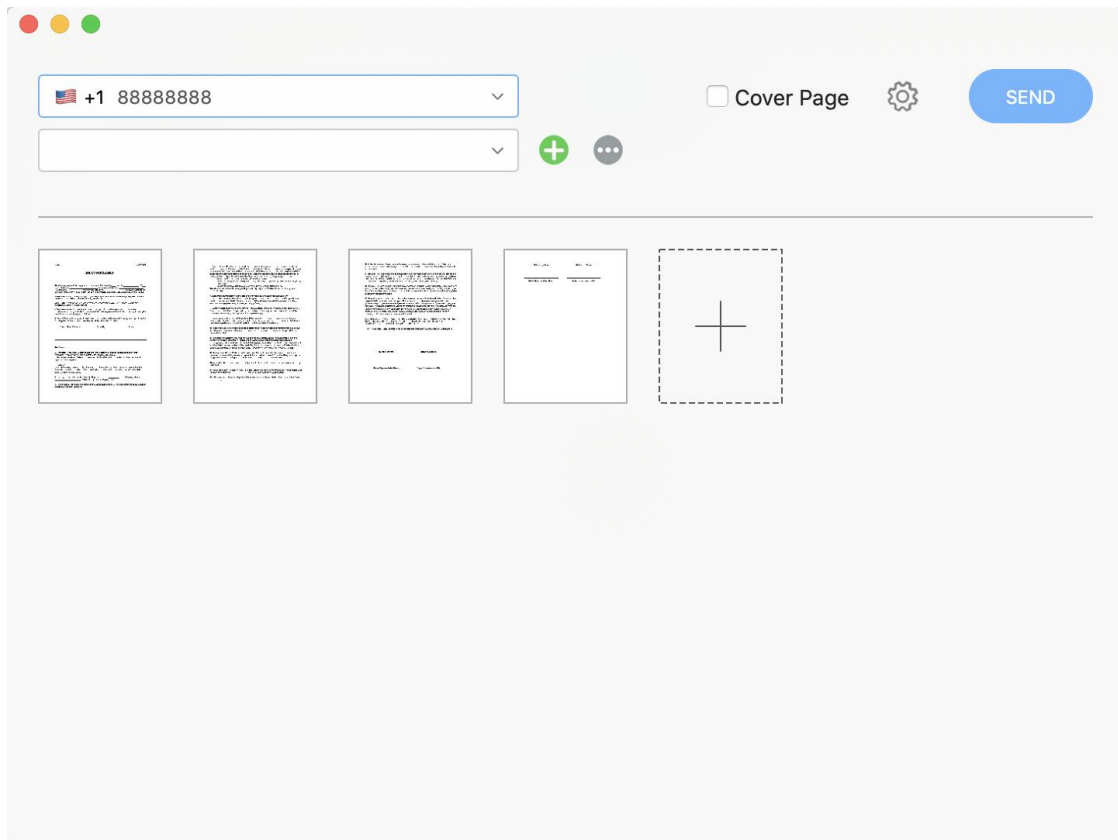


If you click “Choose recipient”, your contact book will pop up. Click to choose any or all of them as recipients.

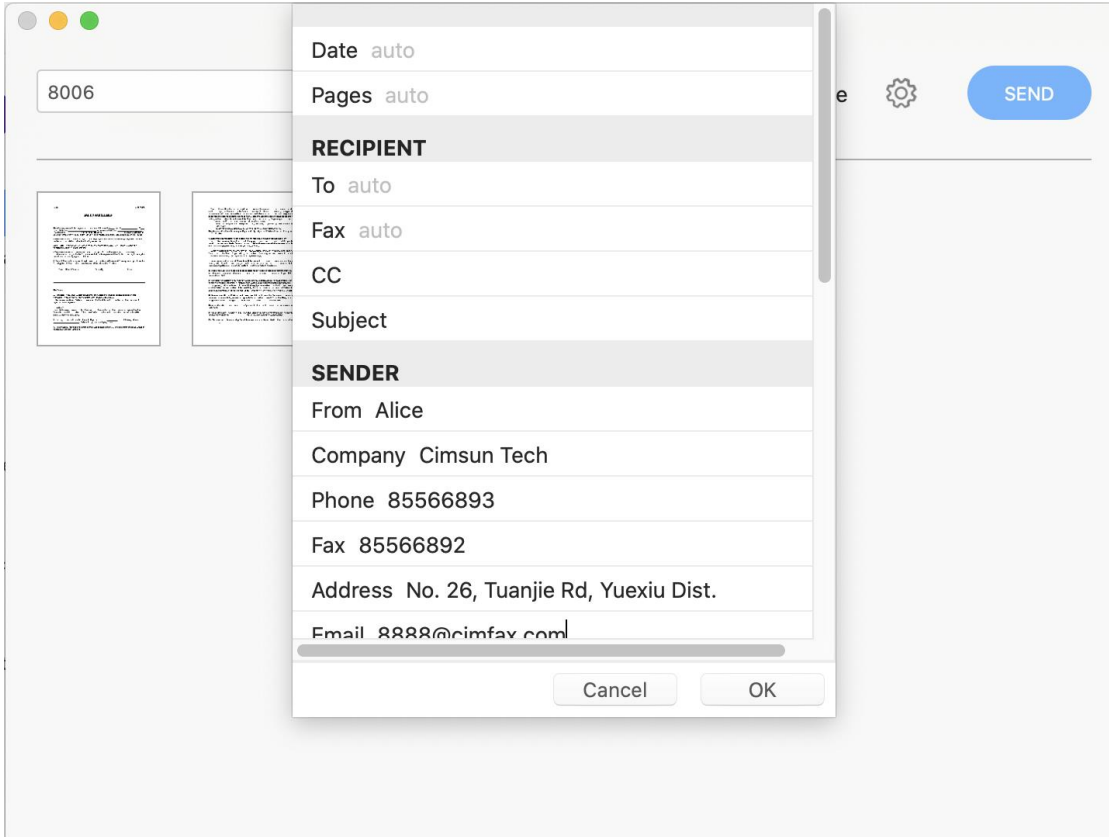




If you click “Add country code”, the country code you set up in “Settings” will be auto add to the fax number.



If you'd like to add a cover page, click “Cover page”. Enter sender information including name, company, phone number, fax number, address and email.



The screenshot shows a web-based interface for sending a fax. A modal window is open for editing the cover page. The background interface includes a text input field with the number "8006", a preview of the cover page, a settings gear icon, and a blue "SEND" button.

**Form Fields:**

- Date: auto
- Pages: auto
- RECIPIENT**
- To: auto
- Fax: auto
- CC:
- Subject:
- SENDER**
- From: Alice
- Company: Cimsun Tech
- Phone: 85566893
- Fax: 85566892
- Address: No. 26, Tuanjie Rd, Yuexiu Dist.
- Email: 8888@cimfax.com

**Buttons:** Cancel, OK

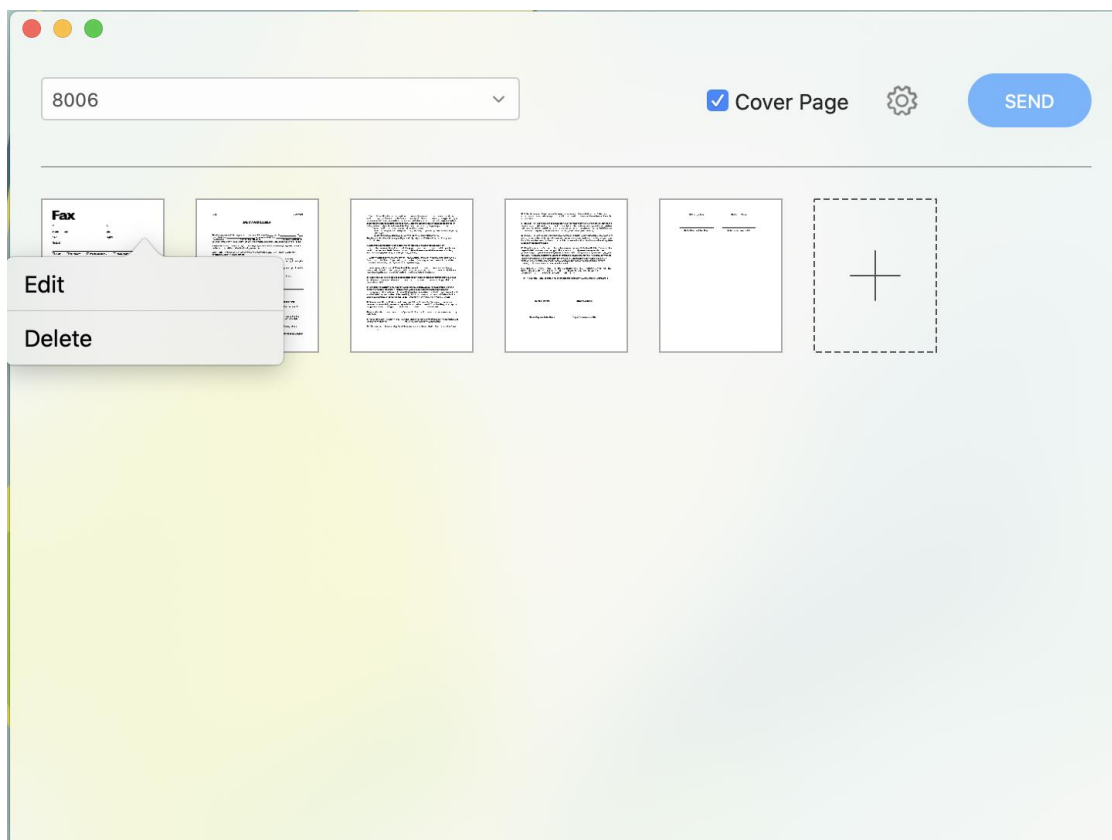
You can choose the priority of the fax you wish it is to the recipient. The options include: urgent, for review, please comment, please reply and please recycle. You can also add comments and logo of your company if you wish. Click “OK” when all is done.

The screenshot displays the CimFAX Fax Server interface. A modal dialog is open in the center, allowing users to configure fax settings. The dialog includes the following sections:

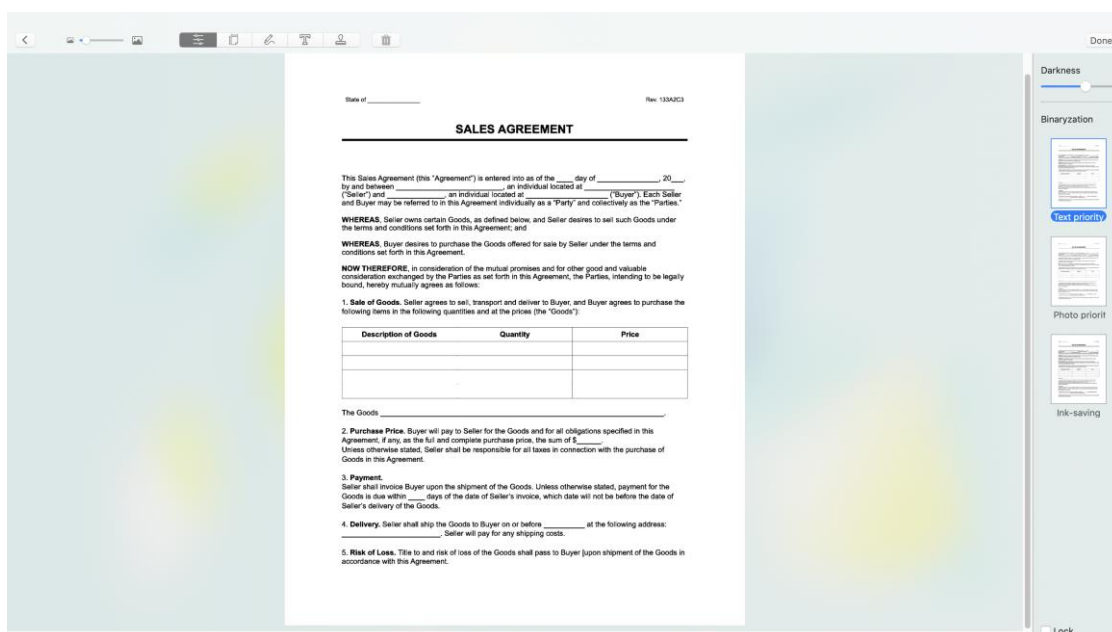
- Priority Selection:** A list of checkboxes for selecting the fax priority:
  - ☒ Urgent
  - ☐ For Review
  - ☐ Please Comment
  - ☐ Please Reply
  - ☐ Please Recycle
- Comments:** A text area for adding comments.
- Logo:** A section for adding a company logo, featuring a large empty rectangular box with a blue border and a small crosshair in the center.
- Buttons:** At the bottom of the dialog are two buttons: "Cancel" and "OK".

In the background, the main interface shows a fax number "8006" in a search bar, two thumbnail images of fax documents, and a "SEND" button on the right side.

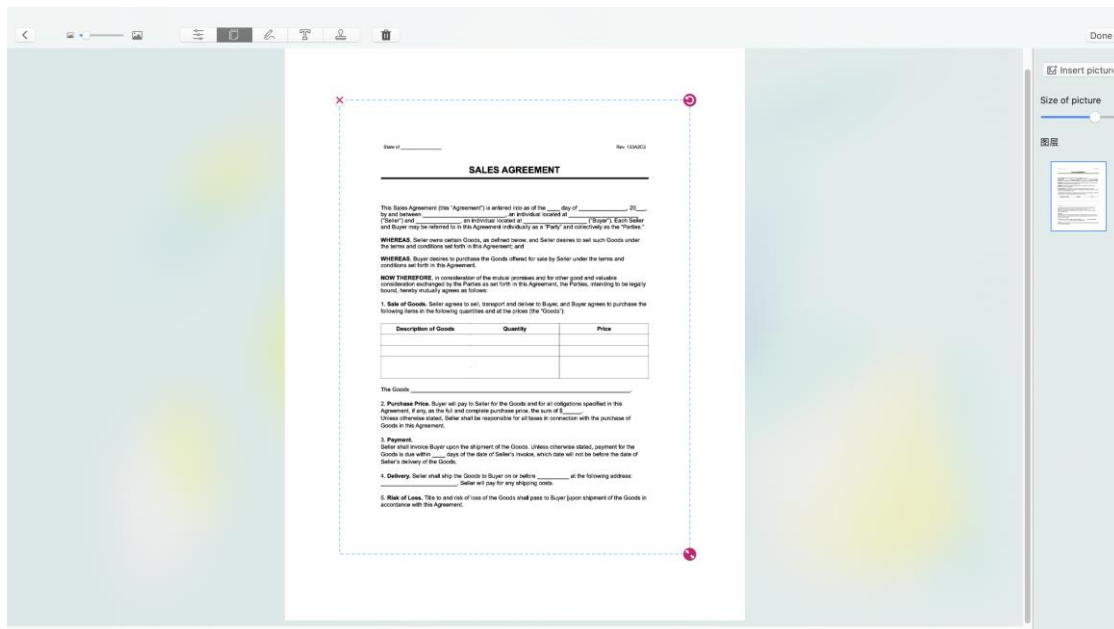
Now you can double click to preview the fax. Click the “...” icon on the upper right corner of the fax page, then you can edit or delete this page.



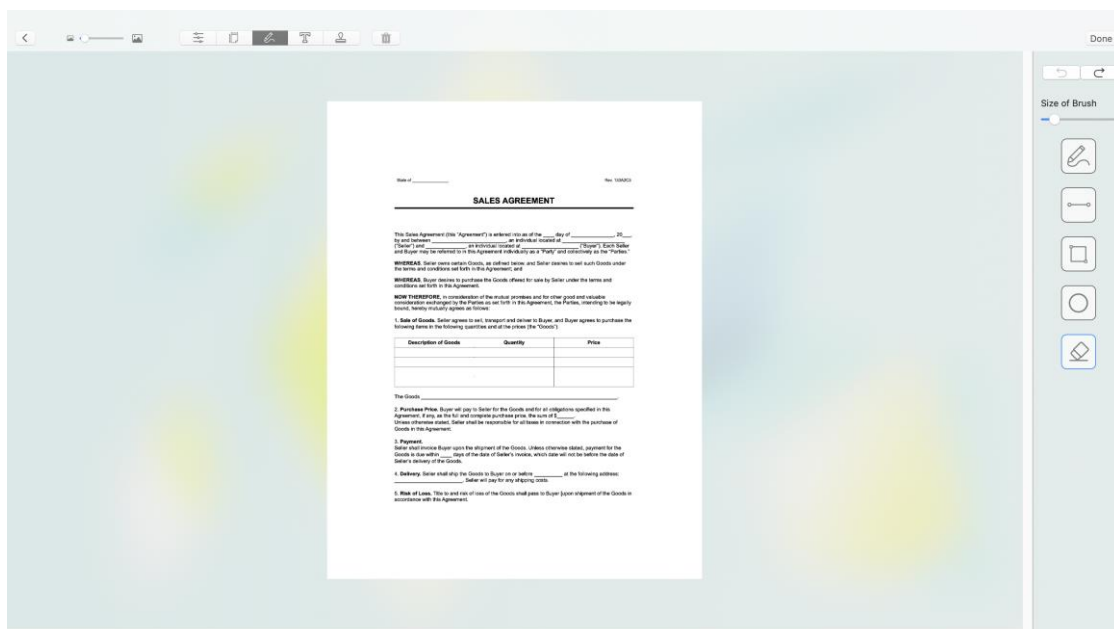
Click “Edit”. You can preview the fax now and choose pages in the right pane. You can also drag to adjust darkness of the text on the upper right corner and check on “Lock” on the lower right corner to set darkness for all faxes.



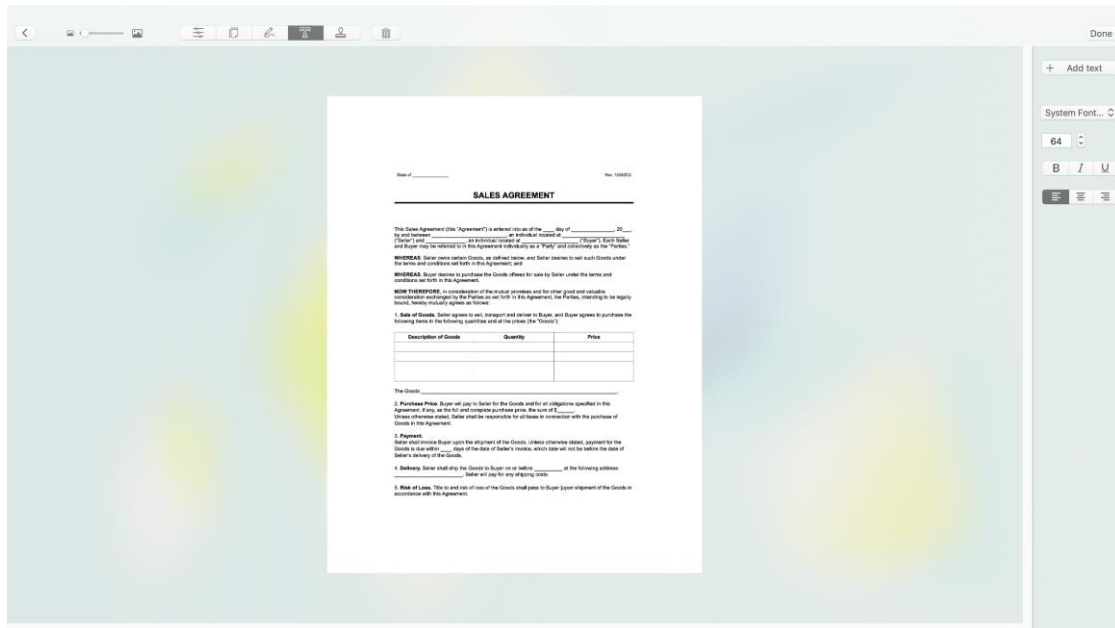
Click page icon to rotate the page or zoom it in or out. Click zoom icon on the lower right corner of the fax. Then drag to zoom in or out. Click counter clockwise icon on the upper right corner of the fax to rotate it if necessary.



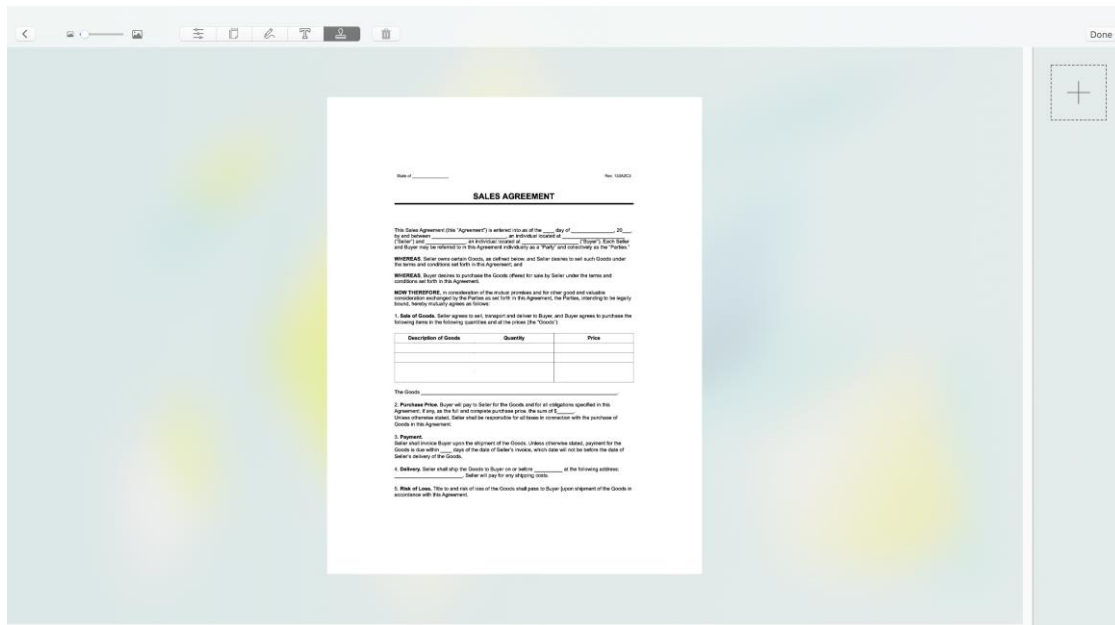
Click pen icon to add signature. Click pen icon on the left pane to sign, straight line icon to add a line, frame icon to add a frame/box, round icon to add a circle and erase icon to erase if necessary.



Click T icon to add remarks. You can select fonts, font size, bold font, italic, underline and align of the text.



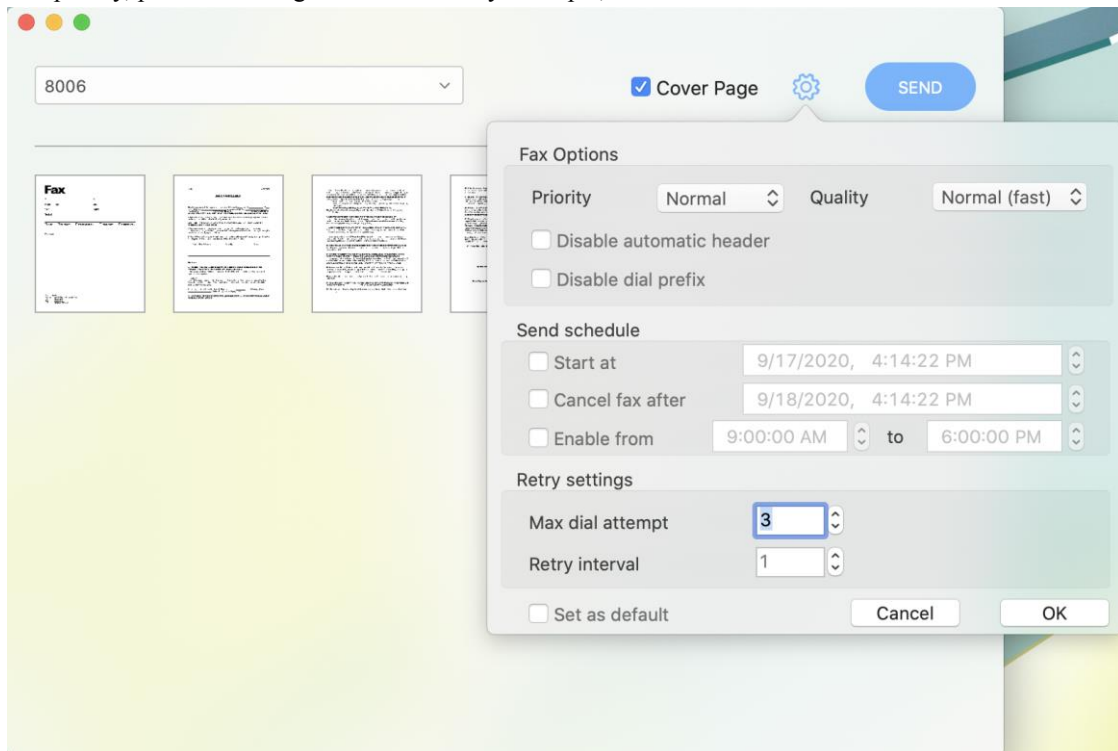
Click stamp icon to add stamp on the fax. Click the + icon on the right pane to add your scanned stamp.



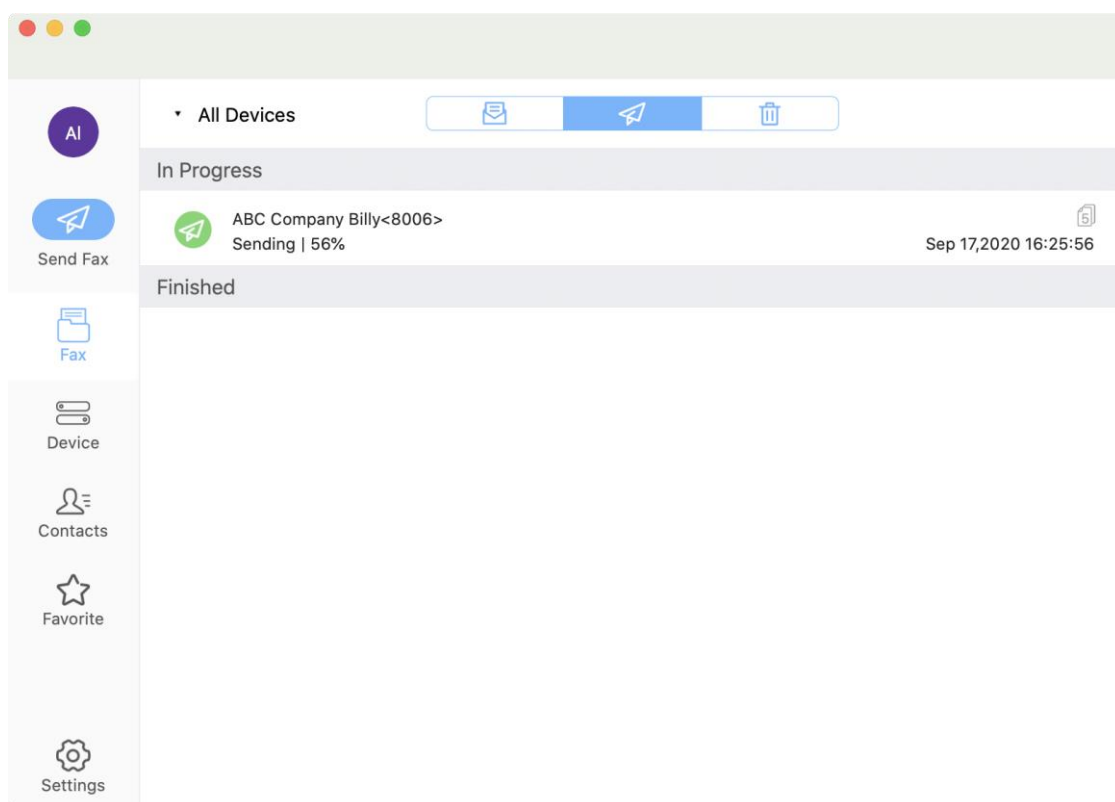
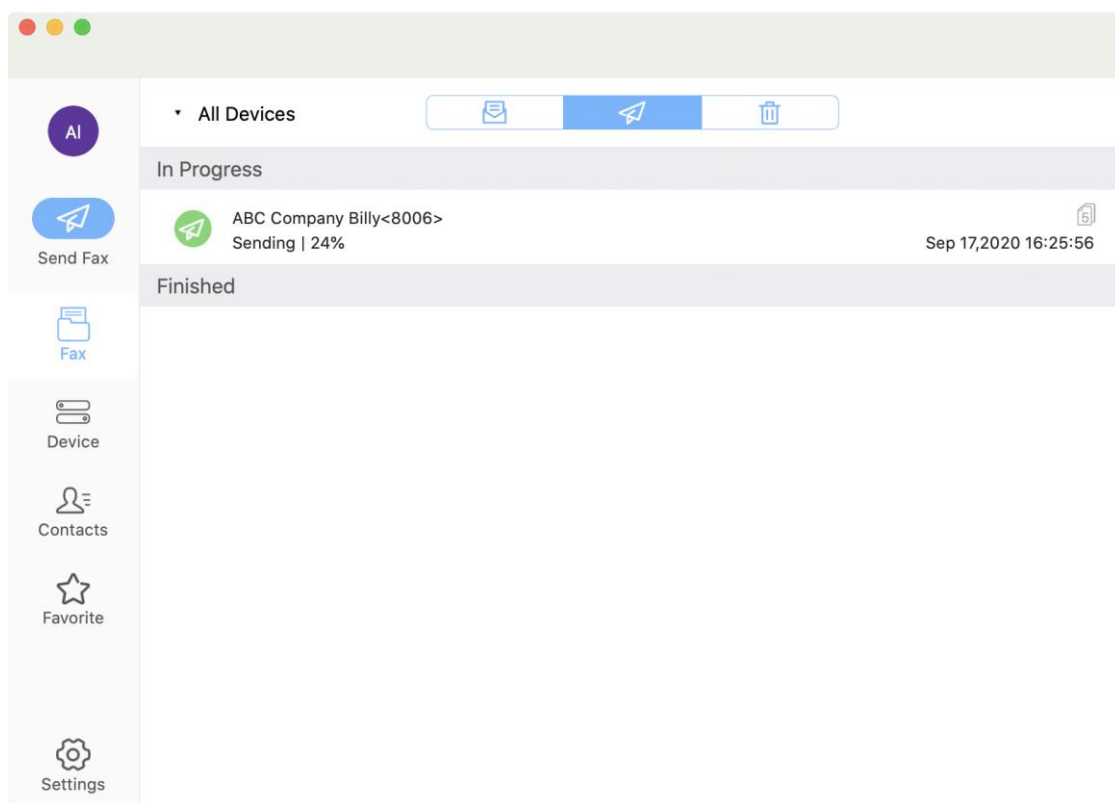
Click settings icon to set up fax options. Choose priority and quality of the fax you wish it to be. Priority options include: Low, Normal, High and Critical. When there's fax queue, the critical one will be sent out first, then high, normal and low. Quality options include: Normal (fast) and Fine (slow).

You can set up fax schedule here. Choose start and end time at off-peak period for higher success of faxes.

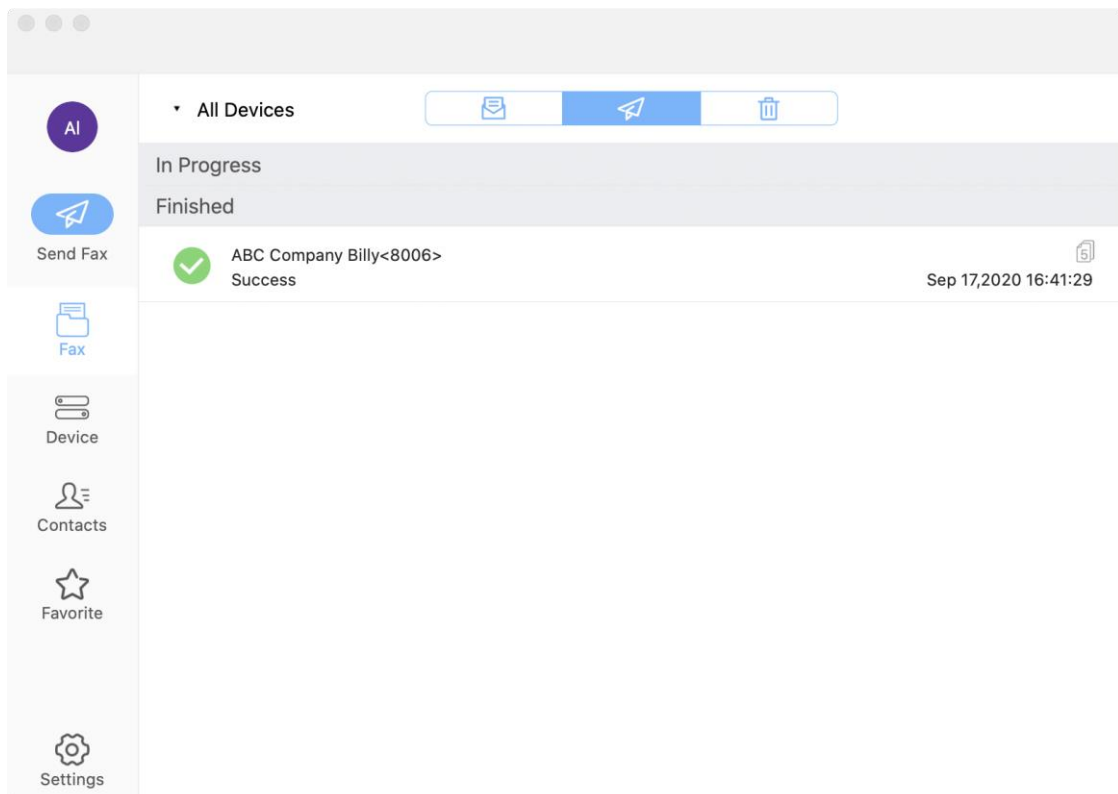
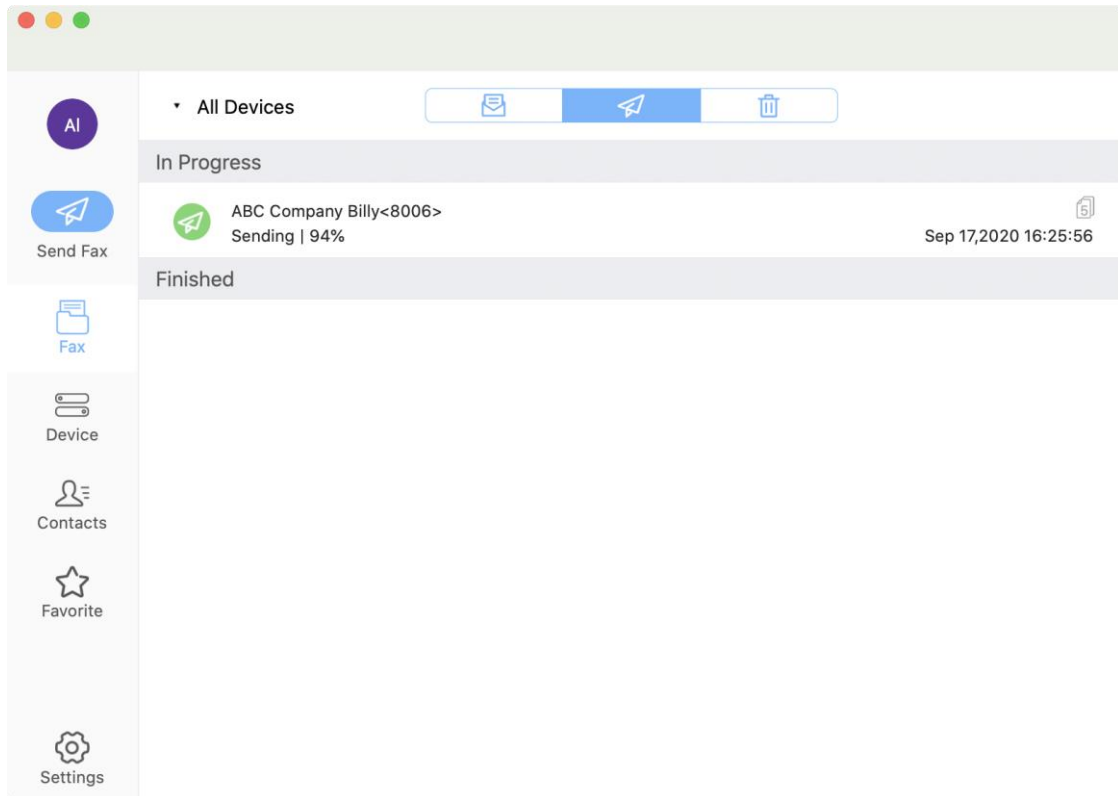
You can also set up retry attempt and interval. The default settings are 3 retry attempts and 1 minute interval. If outbound faxes are very large (i.e., more than 20 or 30 pages) and do not go through completely, please set a larger number of retry attempts, like 5 or 6.



Here are the screenshots of fax sending progress.







AI

Send Fax

Fax

Device

Contacts

Favorite

Settings

All Devices

Print

Refresh

Delete

In Progress

8004 Sending Sep 18, 2020 11:48:15

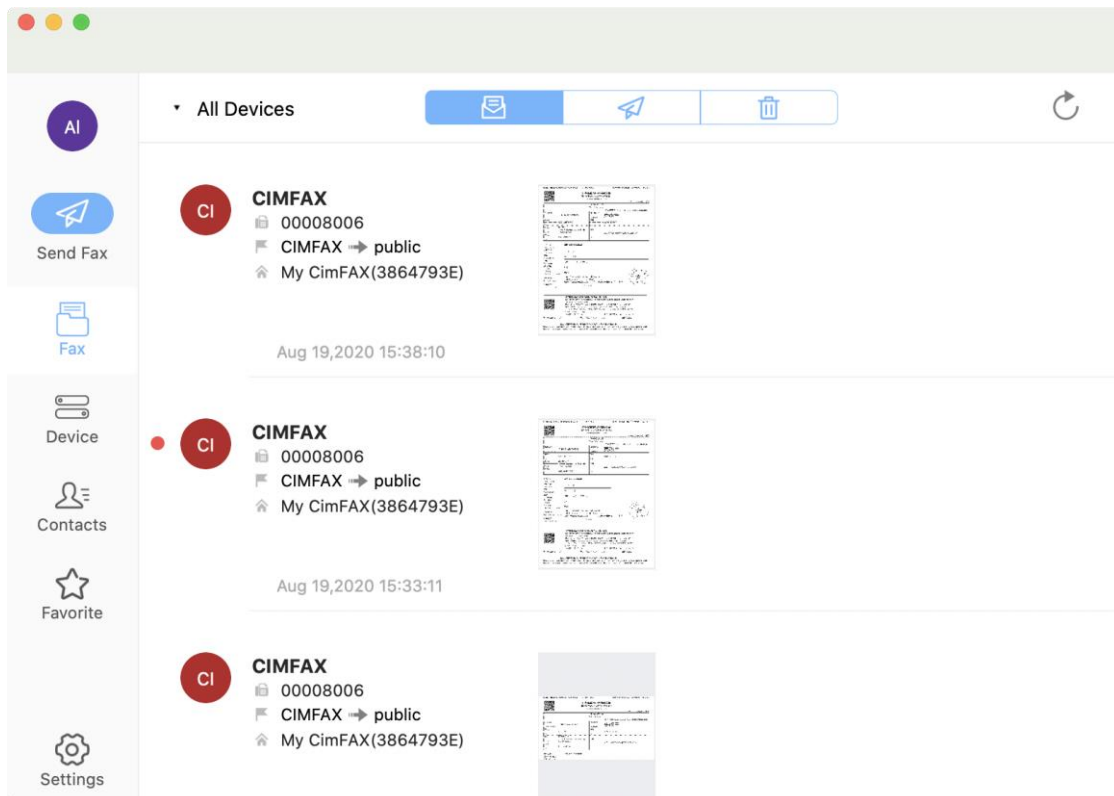
Finished

8006 Success Sep 17, 2020 16:55:36

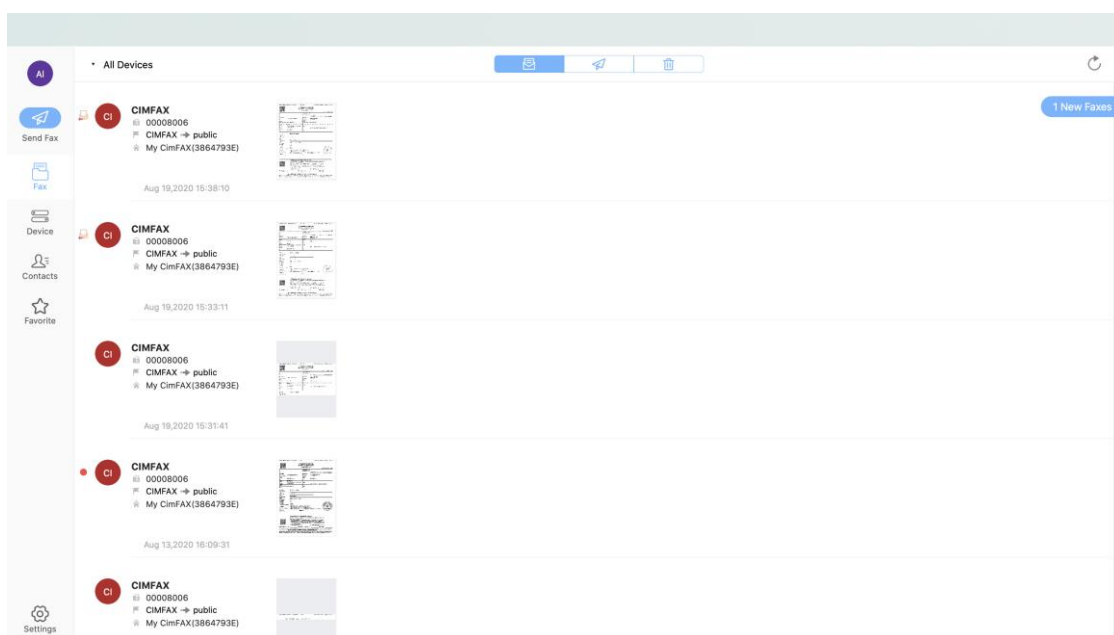
ABC Company Billy<8006> Success Sep 17, 2020 16:41:29

## 7.15 Receive Fax

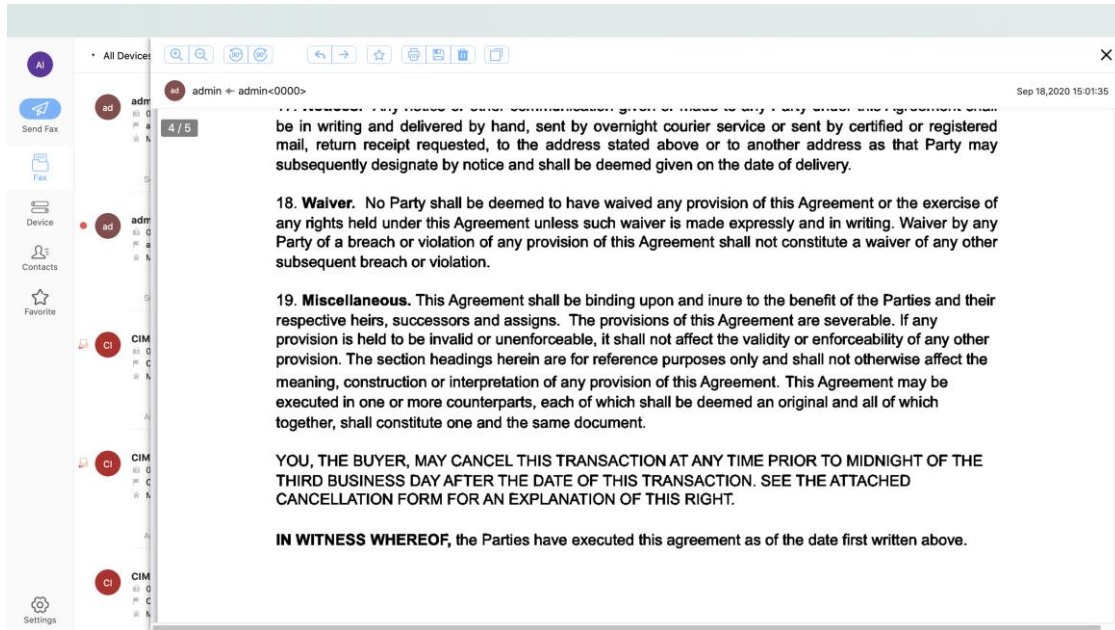
Click the mail icon to check your fax inbox.



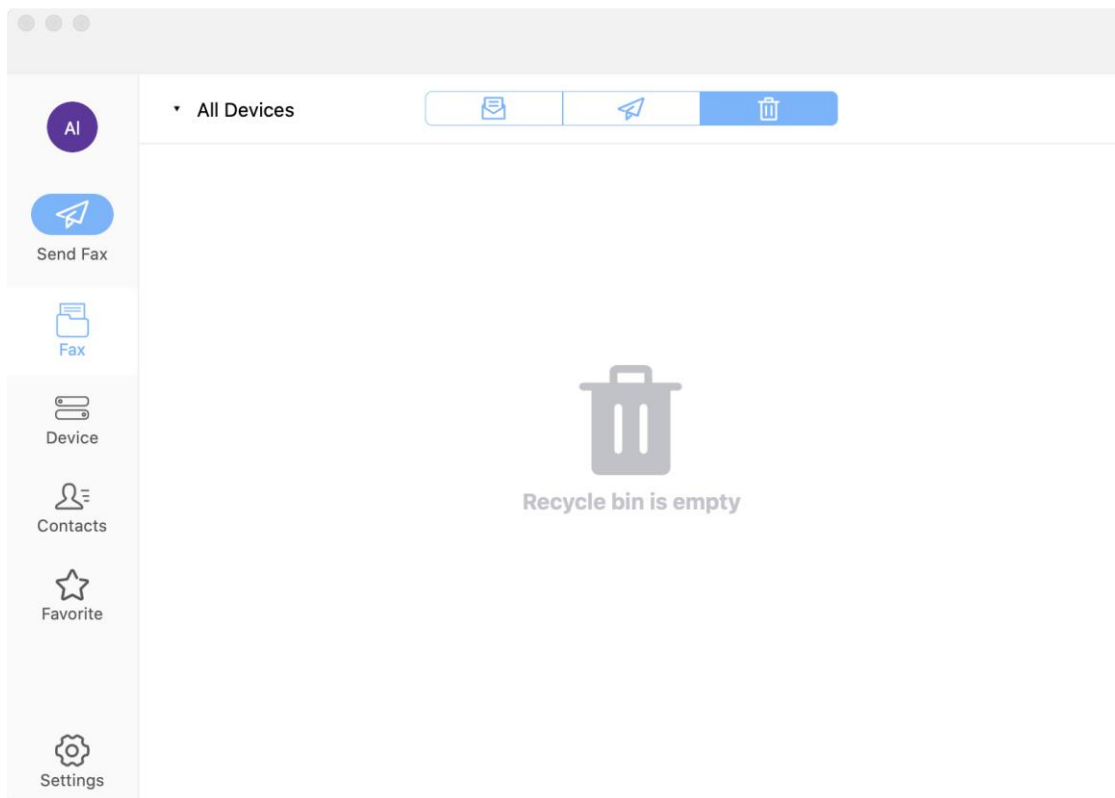
As soon as a fax is received, it will appear in the inbox and there will be a small new fax notification on the upper right corner. If you don't see it here, please click the refresh button on the upper right corner.



You can click the fax to view it. In the view fax window, there are from left to right: zoom in and zoom out buttons, clockwise and counter clockwise buttons, forward and reply buttons, star button, print button, save button, delete button and view in single window button.

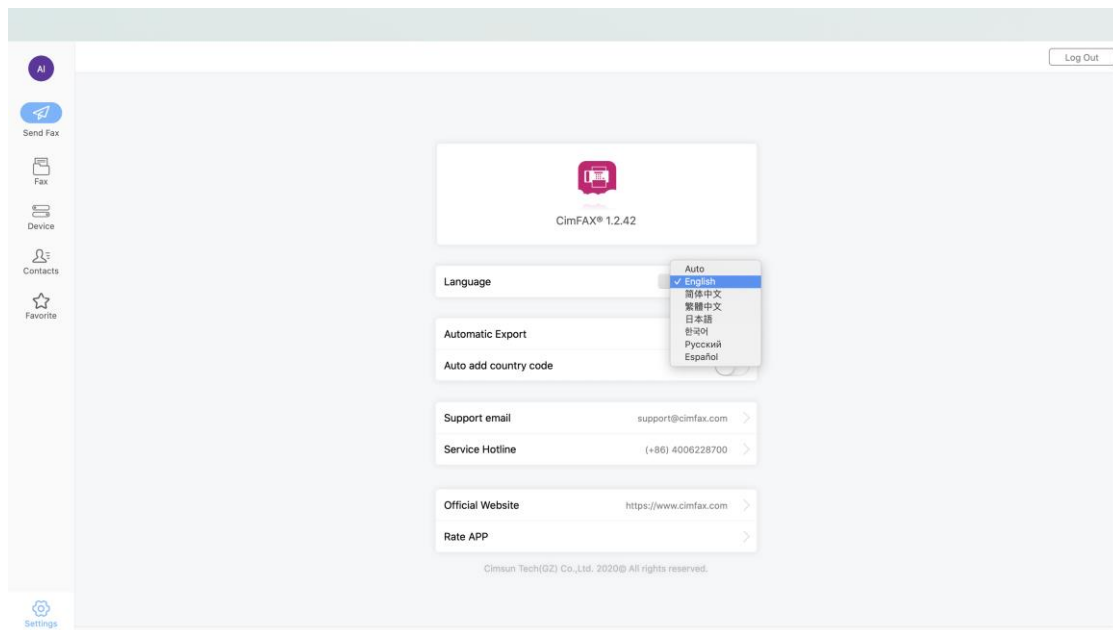


Click trash can icon to view deleted faxes.



## 7.16 Change Software Language

Click settings icon on the lower left corner to set up software language.



## 7.17 Set up Automatic Export

Click settings icon on the lower left corner to set up automatic export.



You can set up to have faxes both outbound and inbound auto saved to a local folder on your computer or network shared folder. File type supports: tif and pdf.

You can also check on the option of create subfolder by user name, fax number and contacts. Click “Apply” after you finish settings.

Automatic Export

When a fax is received

☐ Save as general file format

Output path:  xiaotong >  Downloads 



Browse

File type: \*.tif

☐ Create subfolder: <User Name>

When a fax is successfully sent

☐ Save as general file format

Output path:  xiaotong >  Downloads 

Browse

File type: \*.tif

☐ Create subfolder: <User Name>

Apply

## **8. Fax Mode**

## 8.1 Auto Answer

CimFAX fax server supports auto answer mode. If the administrator set the server to answer incoming call after 2 (or less) rings (See 5.4 Fax Options), when there's an incoming fax call, the server will play voice to auto answer after two rings: Hello, this is auto fax system. Please dial the extension number or press Start/Initial button. If the caller presses Start/Initial button, the server will receive and route the fax to public inbox which is only accessible to the distributor at this time. If the caller presses extension number like "601", the server will generate fax signal, receive the fax and route it to the extension number user. Other users including the administrator cannot see the fax.

*Note: fax extension number and users are assigned by the administrator on the server. If you have a PBX in your office, please note that the fax extension number on CimFAX server is not the telephone extension number of yours. However, the administrator can set the telephone extension number as the respective user's fax number in case of confusion.*

## 8.2 Manual Answer

The server also supports manual answer mode which helps a lot when the caller doesn't know the extension number. If the administrator set the server to answer incoming call after 6 (or more) rings (See 5.4 Fax Options) and connect a telephone to the server through the PHONE port, when there's an incoming fax call, the receptor can talk with the caller and press \* and the extension number such as "\*601". Then the server will generate signal to receive fax and route the fax to the recipient.



## **9. FAQ**

This chapter introduces the frequently asked questions. If your problem is not covered here or cannot be solved in the provided ways, please visit CimFAX website> FAQs and troubleshooting guide at: [https://cimfax.com/service\\_ts.asp](https://cimfax.com/service_ts.asp) or contact CimFAX technical support (phone: 0086-13600011553; email: us@cimfax.com) for help.

**Q: How much will CimFAX fax server cost me?**

A: It depends on which model you want to buy.

**Q: Can I send and receive faxes when I am not in the office?**

A: Yes, you can, as long as you set up port forwarding 3001-3008 on your router and check on permission of remote access for the user. *Please note: admin account does not have permission of remote access due to security reasons.*

**Q: Does CimFAX fax server send and receive via network?**

A: CimFAX fax server sends and receives faxes via telephone line while forward and distribute faxes via encrypted network (usually the intranet).

**Q: Which scanner shall I use to connect with CimFAX fax server?**

A: CimFAX supports most scanners that have TWAIN connectors. A4 scanner is recommended. Meanwhile, if you want to send multiple pieces of paper invoice, we suggest you use CCD scanner. But if you barely send invoice, we suggest you use CIS scanner which doesn't need warming-up.

**Q: Why I can't see the caller ID ?**

A: Please make sure that you have bought caller ID service and set the server to auto receive after 2 (or more) rings (See 5.4 Fax Options).

**Q: What if server memory run out?**

A: CimFAX fax server can meet the demand of most customers. 512 MB memory stores up to 10,000 pages of fax. If storage is used up to 90%, the server will auto delete some of the earliest faxes to free space. Faxes already forwarded to other users are stored in their computers and available for save and backup.

**Q: How to forward faxes to other users?**

A: First you have to have "Distributor" permission. Right click one fax in public inbox, then click the "Distributor" button and then you can forward faxes to other users.

**Q: I have setup fax to email but I can't receive the email when there's fax coming?**

A: The reasons may be:

- Server is not connected to the Internet
- Public SMTP or private SMTP has not been correctly set (try Outlook smtp)
- Fax to email is filtered as spam.
- User does not have permission of fax to email. Check it in "User Account".
- SMTP server needs SSL or TLS connection.

**Q: I often have to broadcast faxes to different recipients. Is there any easy and simple way to do**

that?

A: Enter your contacts in Excel rows and click “Options”> “Contacts”> “Import” to add the contact email as a new group. Choose the group as the recipient when you send fax next time. The server will send your fax to the recipient one by one. Bulk faxing may take some time.

**Q: How to make a digital signature (stamp)?**

A: First sign your name or stamp on a white clean paper. Then put it in the scanner and CimFAX scanning signature function will help add your signature or stamp in encrypted library. See 6.4 Signature Library.