

Mark/Space Fax

User's Guide

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Mark/Space Softworks

Design:

Brian Hall and Scott Gruby

Development:

Brian Hall and Scott Gruby

Documentation:

Brian Hall

Special thanks to:

Terry Conklin, Peter Easton, David Fedor, Neil Rhodes and Kenny West

And especially...

Our many beta testers, clients, and customers. Thanks!



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■ Colophon

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1 Introduction

■ Welcome

With Mark/Space Fax you can send fax directly from your handheld, “On the road”. The current version features the following:

- Insertion of Memo Pad, Address Book, To Do and Mark/Space Sketch records
- Insertion of text from a user-defined phrase book database
- Generation of the fax image either before transmission (saves connect time) or during (provides for unlimited page size).
- Preview of fax images before sending, or viewing of fax images previously sent.
- Insertion of bitmaps in fax documents.
- Editable Header and Footer.
- Easy configuration of the modem, with full access to advanced parameters if needed.
- Easy to use on the road with a calling card.

We are constantly striving to improve this application – your ideas and comments are welcome!

■ How to Use This Guide

This guide provides thorough, step-by-step instructions and troubleshooting information. You’ll want to read the Installation and Setup chapters at least once. From then on you’ll be likely to use only those sections or chapters you need for information on specific tasks. The User’s Guide is divided into six chapters, as follows:

Chapter 1, Introduction: This chapter introduces you to Fax. It discusses the main components of the package, what they are and why they are used. You’ll also find other general information which may be useful to you.

Chapter 2, Installation: This chapter defines system requirements, includes registration information, and provides step-by-step instructions on installing Fax from your PC or Macintosh.

Chapter 3, Setup: Before sending your first fax, you’ll need to configure a few items. Generally, you’ll only need to do this once. You’ll learn how to set your preferences, enter dialing information and establish your communication settings.

Chapter 4, Using Fax: This chapter walks you through the processes of sending a fax.

Chapter 5, Menu Reference: A brief listing of using commands located in the menu bar.

Chapter 6, Troubleshooting: Consult this chapter if you are experiencing trouble when using Fax. Included are a troubleshooting checklist, methods of contacting technical support, and a list of information to include along with your support request.

■ How to Reach Us

The Mark/Space Philosophy is to ensure that you use and enjoy Fax to the fullest possible extent by being as helpful to you as we possibly can be. Should you have questions, comments, suggestions, or requests, we would be happy to hear from you. Here's how to reach us:

Web:	http://www.markspace.com
ftp:	ftp://ftp.markspace.com/pub/mspace/
E-Mail:	info@markspace.com sales@markspace.com support@markspace.com
Voice Mail:	408-293-7299
Fax:	408-293-7298
Mail:	Mark/Space Softworks 540 North Santa Cruz Avenue, #300 Los Gatos, CA 95030

■ Palm OS Basics

This manual assumes the user has knowledge of fundamental Palm OS concepts. If you are unsure how to enter text, select commands from menus, or other related concepts, please consult the owner's guide that came with your organizer.

2 Installation

■ The Fax Package

Before you begin, take a moment to make sure everything was included in your Mark/Space Fax package. The package should contain the following, whether you have the full electronic or packaged version of the product:

- Mark/Space Fax “prc” file
- This Guide
- A Registration Card (packaged version only)

■ Requirements

- Mark/Space Fax electronic or packaged version
- Handheld organizer using Palm OS 2.0 or later
- Modem or Mobile Phone supporting Fax CLASS 2 or CLASS 2.0
(CLASS 1 protocol is not supported at this time)

■ Registering

If you have not already done so, it is a good idea to take a moment now to fill out and return the registration card (included in retail package only) to Mark/Space Softworks.

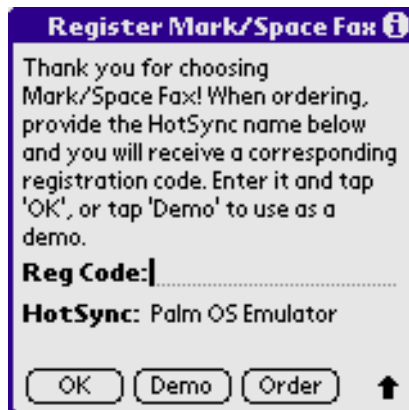
By registering your name in our customer support database, you receive free technical support, a newsletter packed with tips and product news, and special offers to enhance your new product.

■ Installing Your Software

If you are unsure how to install an application into your organizer, please consult the manual which came with it.

Before you install Fax, you should make a copy of the original disk and/or files and store the originals in a safe place, along with your reg code. Use a copy to install Fax from your Windows or Macintosh via Palm Desktop or similar program during your next HotSync session.

When you first run your new software, you'll need to enter a registration code (received via e-mail). Enter your registration number to fully enable the software, or tap "Demo" to use as a demo.



■ About the Demo Version

You may evaluate the unregistered demo version for a period of 30 days. The unregistered version prints a line of text at the bottom (footer) of each fax saying "This version of Fax is unregistered". Once you get the registered version, this line will not be added, and you will also be able to edit the footer.

Registered customers are eligible to receive all minor updates (from 1.0 to 1.1, 1.1 to 1.2, etc). to the software for free (via download or email).

■ What now?

To learn more about each of the settings and how to configure Online, read Chapter 3, "Setup."


For general information, read Chapter 4, "Sending a Fax"

3 Setup

Before sending your first fax, you must configure the application so that it knows your name and number, modem settings, and page settings.

■ User Settings

Select “User Settings” from the “Options” menu. The following dialog appears:

A screenshot of a 'User Settings' dialog box. The dialog has a title bar with the text 'User Settings' and a small icon on the right. It contains several text input fields: 'Fax ID: Mark/Space', 'Name: Brian Hall', and 'Fax #: 408-293-7298'. Below these are four checkboxes: 'Dial Prefix: 9', 'CC Prefix:', 'CC Suffix:', and 'Clear after send' (which is checked). At the bottom are 'OK' and 'Cancel' buttons.

Fax ID: This is the identification string which will be sent to the remote fax machine. This text is usually recorded in a reception journal by the distant fax machine. As specified by the standard, this ID has a maximum length of 40 characters. (The content of this field can be printed with the tag &ID)

Name: This is the place to put your name. This string will be printed in the header of the fax. Also 40 characters maximum. (The content of this field can be printed with the tag &SNAME)

Fax #: Write your fax number here. It will be printed in the header. 20 characters max. (The content of this field can be printed with the tag &SPHONE)

The content of the following fields is inserted before or after the number you want to dial if the corresponding check box is on.

Dial Prefix Use this field for any numbers that are required to reach an outside line. For example, an office PBX often requires “9,” to reach an outside line.

CC Prefix (Calling Card Prefix) The content of this field will be inserted before the phone number.

CC Suffix (Calling Card Suffix) The content of this field will be appended after the phone number.

To summarize, the modem will dial the following number, assuming the corresponding check box is on:
<Dial Prefix><CC Prefix>Number<CC Suffix>

Clear after Send: Enable to clear the contents of the text entry field after your FAX has been successfully sent.

■ Page Setup

Select “Page Setup” from the “Options” menu to edit settings that control the margins, font, resolution and header/footer settings.



Note: Some of the parameters set here can be overridden by tags placed in the header, footer, or body of the text.

Margins (Left and Right): These fields contain, in cm, the size of the margins which will be left blank on the left and right sides of the fax. (The fax is sent as a single continuous page, so no top or bottom margins are used or needed).

Font: Select one of the fonts available (Standard, Bold or Large)

Char Size: Typically, the fonts used by PalmOS are about 11 points high. Given the resolution of most current fax machines, this leads to very small characters. You can specify here the factor by which you want to enlarge the characters. The default setting of “2” produces characters on the fax image that are roughly the same size as on the screen of your handheld. This value can be overridden by the &1 thru &5 tags.

Resolution: Select normal or fine resolution. Fine resolution gives the same horizontal, but double the vertical resolution.

Pre-Build: When off (Default), the fax image will be generated during transmission. This has two advantages: 1) The image need not be stored, so it's size is virtually unlimited and 2) less time is spent compared to generating, then sending. This (off) is the preferred choice.

If this checkbox is on (it was always the case in the previous version, DBFax), the fax image is generated before sending. This option is still available because this procedure has been more thoroughly tested and will work with any modem. The drawback to this is that the image must be stored. The maximum size of the image is currently 32 Kbytes (even if you have more free on your handheld).

Add a Header/Footer: If those choices are checked, the program will add a header and/or a footer to each fax sent. A default header and footer are provided - edit by tapping on the small note icon to the right of the labels.

■ Editing the header or footer

If you tap on the small document icon to the right of the Add Header or Add Footer checkbox, you will enter the editor shown below:



The header or footer can contain any text – just insert special tags in order to print special values, pictures, or to format the output.

The most common tags can be added with buttons at the top of the editor. Position the insertion point in the text, then tap on one of the buttons:

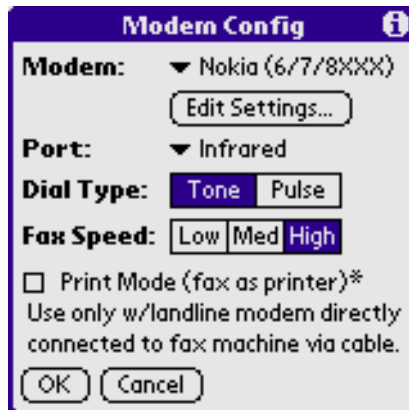
DName	Destination Name. This is the name of the person you are sending to.
SName	Sender Name. This is your name as configured in User Settings.
SPhone	Sender Phone. The fax or phone number set in User Settings.
Time	The current time.
Date	The current Date.
Ruler	A horizontal line.

You can also use any of the other supported tags, just as in the text of your fax.

■ Modem Config

Before using Fax, you must configure it for the type of modem you are using.

Select “Modem Config” from the “Options menu”. The following dialog appears:



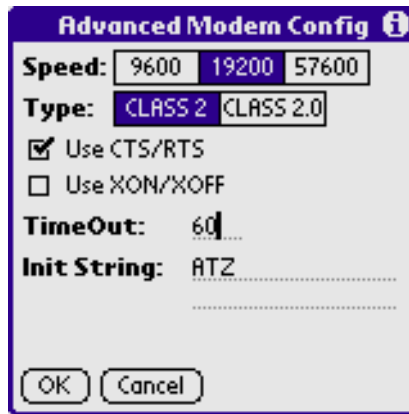
- Modem:** Select a modem or phone type from the popup menu. If your modem is not listed and the program doesn't work with any of the modems listed, you should select other and tap “Edit Settings” to create a custom setting.
- Port:** Select the port that the phone or modem is connected to. If running OS 3.3 or later, one of the choices will be IRLComm (OS 3.3 thru 3.5) or Infrared (OS 4.0 and later), which should be used for phones with an integrated IR modem (such as Ericsson DI27, Nokia 8290, etc). If you need to use IR and “IRComm” or “Infrared” does not appear, you will need to upgrade to OS 3.3 or later (for devices with upgradable OS), or use a 3rd party utility such as “IR Link” to add that feature to your device (such as Handspring Visor, which has OS 3.1H).
- Dial Type:** Select Tone (DTMF) or Pulse (rotary) dialing.
- Fax Speed:** These buttons enable you to set the transmission speed between your modem and the distant fax machine.
- Low corresponds to a speed of 4800 Bps
Med corresponds to a speed of 7200 Bps
High corresponds to a speed of 9600 Bps

If you experience some line error problems when sending faxes built during the transmission, try lowering the speed of the communication between your modem and the distant fax machine.

The Print Mode check box enables you to use any fax machine as a printer. When this box is checked, no number is dialed (the modem just receives the ATD command). Your modem should be connected directly to the phone line plug of the fax machine. This option should only be used with landline modems (those that plug into a phone jack) and may or may not work with a particular modem.

■ Advanced Modem Configuration

If your modem is not listed in the list of modem supported or requires some special configuration, you can use it as long as it is a class 2 or class 2.0 fax modem. Use the “Edit Settings...” button in Modem configuration and the dialog below will be displayed:



- Speed:** Select 9600, 19200 or 57600. Always use the highest communication speed available between your handheld and your phone/modem.
- Type:** Most older modems, including the Pilot Snap On modem work with CLASS 2. Newer modems/mobile phones usually support both 2.0 and the older CLASS 2, however some may work with CLASS 2.0 only (such as Motorola and Qualcomm/Kyocera phones).
- Use CTS/RTS:** This enables you to select the hardware flow control between the modem and the handheld. This should be selected when generating the fax during the transmission.
- Use XON/XOFF:** This enables you to select software flow control between the handheld and the modem. You shouldn't use this setting when you generate the fax during the transmission as no software control is implemented in that version in that case. (Use hardware flow control instead)
- Time Out:** The amount of time, in seconds, that the application will wait for the modem to connect to the remote fax machine when dialing.
- Init String:** This string is sent to the modem before any fax operation.

4 Using Fax

■ Sending a Fax

Sending a fax is quick and easy. Once configured, everything is done from the main screen:

Mark/Space Fax ▼ Send Fax

To: |

Number: |

Lookup Clear

Send Preview ▼ Insert ↑

First step

Fill in the name of the person you want to send to and enter the phone number you want to dial. If this person appears in your address book database, you can use the lookup feature to retrieve the full name and the phone number.

■ Name/Number look up

The lookup feature enables you to easily access from Fax the name and number of a record you have entered in the address application of your handheld.

Just tap the “Lookup” button on the main screen.. The current contents of the “To” field is used as a search string to find the initial record to select.

Fax Name/Number Lookup

Alvarez	201-333-1111
Alvarez	555-1212
Bocce World	555-1212
Company	123-4567
Hall, Brian	408-293-7298
Hall, Kaitlin	408-555-1212
Hallo GmbH	+49-55-12-12-12
Ningo	212-555-1212
Pizza World	408-555-1111
Salfanado	234-1212
Smith	510-555-9900

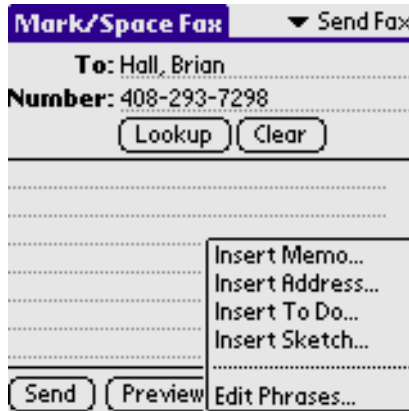
Look Up: H OK Cancel

Select an entry by tapping on it, or use the “Look Up” field and enter the first few letters of the record you are looking for.

Once you have selected the entry you wish to use, tap OK to return to the main screen.

Second step

Create the text to send. You can enter text directly, or select via the “Insert” menu from several sources to insert a text or sketch.



This source can be:

- Memo Pad Record (records may contain formatting tags)
- Address Book Record
- To Do record
- A drawing from Mark/Space Sketch
- A phrase stored in your phrase book

Once the source type is selected, you can browse through the available data. For Memo Pad, you can use a category filter to narrow down the number of records listed.

Third step

Once everything is ready, tap “Send” button to transmit the fax right away or “Preview” to see an on-screen rendition of the image which will be sent to the remote fax machine.

■ Previewing a Fax

Once you press the Preview button, the image is decoded on the fly and displayed on screen.



You can pan the image using the 4 arrows on the bottom of the screen and zoom in or out via the + and - buttons.

The top line of the screen displays the coordinates (in pixels) of the upper left corner of the image display as well as an indication of the zoom factor.

Once done previewing the fax, you can tap "Send" to send it or "Done" to go back to the main screen.

To save the fax to the database and make it available to be sent or viewed later, tap "Save". When viewing an image that is already in the database, the save button is not displayed.

■ Sending Pictures/Drawings

Fax supports the insertion of drawings from our companion application, Mark/Space Sketch.

You can use the "Insert" menu from the "Send Fax" form, or using tags described in the next section.

■Using Tags

The tags are special commands that you can insert in the text of your Header, Message or Footer to include special information (such as the current date or time) or format your message.

All tags begin with the character '&'. You can use '&&' to insert a single '&' character. The tags are case sensitive. If a tag is not recognized, it is inserted into the text. ie, "&ZZZZ" would insert "&ZZZZ" since the tag is not recognized.

Tags displaying some information:

&DATE	Prints the current date
&TIME	Prints the current time
&SNAME	Prints the sender name as defined in the User settings dialog
&SPHONE	Prints the sender phone or fax number as defined in the User settings dialog
&DNAME	Prints the name of the destination person entered in the main screen
&DPHONE	Prints the phone number which was dialed to send the fax as entered in the man screen
&ID	Prints the ID String defined in the user settings dialog
&VER	Prints the version of Fax

Tags changing the format of the text or the bitmaps:

These tags format the current text line. The last one on a line overrides any previous tags for that line.

&<	The text or bitmap is left justified
&-	The text or bitmap is centered
&>	The text or bitmap is right justified
&s	Select the standard Font (overrides the Page Setting value)
&b	Select the bold Font (overrides the Page Setting value)
&l	Select the large Font (overrides the Page Setting value)
&1,&2,&3,&4,&5	Change the size of the characters or bitmaps in both horizontal and vertical directions. This overrides the setting in the Page Config dialog
&h1,&h2,&h3,&h4,&h5	Change the horizontal size of the characters or bitmaps. This is useful to maintain the aspect ratio of bitmaps
&v1,&v2,&v3,&v4,&v5	Change the vertical size of the characters or bitmaps. This is useful to maintain the aspect ratio of bitmaps
&r	Prints a horizontal line

Tags used to insert bitmaps:

The bitmap will be displayed on a new line. All the size and justification formats also apply to bitmaps

`&SKETCH.<number>&` Insert the corresponding image from your Mark/Space Sketch database.

Ex:

`&SKETCH.10&` will insert the 10th image of your Sketch database.

`&DIDDLE.<number>` Insert the corresponding page from the scratch pad of Diddle. `<number>` ranges from 1 to 9. 1 corresponds to the page called 1 in Diddle. When working with the scratch pad images in Diddle, you see the number in a button at the top right of the screen (ie, a button called "1/2" when viewing page 1 of 2 pages in the scratch pad). Doodle also maintains images outside of the "scratch pad" in an "index". These images can not be accessed.

Ex:

`&DIDDLE.1` will print the first page of the Diddle "scratch pad".

`&DOODLE.<number>` Insert the corresponding page from the Doodle scratch pad. `<number>` ranges from 1 to 9. 1 corresponds to the page called 1 in Doodle. When working with the scratch pad images in Doodle, you see the number in a button at the top right of the screen (ie, a button called "2" when viewing page 2 in the scratch pad).

Ex:

`&DOODLE.1` will print the first page of the Doodle "scratch pad".

`&BMP(DatabaseName,ResourceID)` This tag is used to print a bitmap resource contained in any of the databases loaded in the handheld. This is a good way of adding a company logo for example. You can create a database containing different bitmaps.

Ex:

`&BMP(Fax,8000)` will print the Fax logo (used in the default footer)

`&BMP(Fax,10000)` will print the PalmPilot logo stored in the ROM of your pilot

5 Menu Reference

Many commands can be referenced from the menu bar. To access the menu bar, simply tap the “menu” button in the silk-screen area at the bottom of the screen. While the image and name of the button is difference from unit to unit (the below image is from the original Palm Pilot) the location is always the same - the button that is at the bottom-left corner of the graffiti area. In the image below, it is labeled “menu”. Newer devices from Palm, Handspring and others will have a slightly different icon and may or may not have the label “menu” under the icon, but the location is ALWAYS the bottom-left:

Tap for Menu Bar



Options Menu

User Settings	U	Adjust various user identification parameters.
Page Setup	T	Adjust page related settings such as header, footer, font/size.
Modem Config	M	Adjust modem/communication settings.
Phone Lookup	L	Select a phone number to send to from the address book.
Delete Fax		Deletes the selected fax record (when “Source” is set to “Saved Fax”).
Display Log	D	Displays a debug log generated from the previous command.
Register		Brings up the registration dialog. Enter your reg code here.
About	A	Shows information about Fax (such as version number) and product credits

Edit Menu

Undo	U	Undoes the previous text editing operation.
Cut	X	Cut selected text from a field and place on the clipboard.
Copy	C	Copy selected text to the clipboard.
Paste	P	Paste the contents of the clipboard to the current edit field.
Select All	S	Selects all text in a field.
Keyboard	K	Brings up the on-screen keyboard to enter text.
Graffiti Help	G	Brings up an on-screen Graffiti reference.

6 Troubleshooting

If you are experiencing problems, first check the Frequently Asked Questions section of the Mark/Space web site. These documents contain the most common questions and answers that we receive for each of our products. If your question is still not answered, use the following information to contact product support.

■ Contacting Technical Support

If you do need to report a problem or request assistance when using this application, please include the following information and send e-mail to “support@markspace.com.”



- The version that you are using (found in the lower right corner of the dialog show after selecting “About” from the “Options” menu)
- The make, model and OS version of the Palm OS device you are using. i.e., “Palm V, OS 3.3” or “Handspring Visor Deluxe, OS 3.1H”
- The make, model, and speed of the modem or digital phone you are using
- Your phone #, time zone, and e-mail address
- A detailed description of what is (or is not) happening when you experience a problem, and the steps you have tried to take to resolve it.
- The text from “Display Log” (see below)

■ Display Log

If you have trouble with Fax, you can always select “Display Log” to see detailed information related to the last command performed. You can use the log to see in greater detail why the command failed. You can also copy the text to the clipboard - allowing you to paste the text into a memo pad record or e-mail message which you can send in to Mark/Space with your trouble report.