User manual

HandFax™ 1.0
Mobile Faxing System for PalmPilot™

SMARTCODE
SOFTWARE

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Preface

Carry a fax-sending machine in your pocket

Congratulations and thank you for choosing HandFax™ fax-sending software for PalmPilot.

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

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

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1   Overview

What is HandFax for PalmPilot?

HandFax is a fax-sending application specifically designed to run on all U.S. Robotics Pilot and PalmPilot-series computers. HandFax, however, is not designed to *receive* faxes (due to memory limitations).

Here is a list of HandFax features:

- Faxes directly from all Pilot 1000, 5000, and PalmPilot-series connected organizers

- Completely compatible with Class 2 and Class 2.0 fax machines

- Sends Memo Pad documents

- Looks up names and phone numbers in the Address Book

- Offers optional cover page

- Keeps a complete log of fax transactions

- Includes a convenient Outbox that stores faxes so you can edit and send them later

- Supports Calling Cards

2   Installation

System requirements

To run HandFax for PalmPilot you will need:

- A U.S. Robotics Pilot 1000, 5000, PalmPilot Personal, or PalmPilot Professional computer with around 70 Kb of free RAM

- A PalmPilot modem or other Class 2 or Class 2.0 compatible fax-modem

- If you use a modem other than the PalmPilot clip-on, we recommend that you use a PalmPilot modem cable (U.S. Robotics part no. 1011U)

- A Windows or Macintosh computer with a standard PalmPilot cradle connection, HotSync, and InstApp/InstallApp software. These are only used for copying HandFax onto your PalmPilot.

Package contents

In this package, you will find:

HF100.prc	The HandFax application to install on your PalmPilot
Readme.txt	General product information
User manual	Complete instructions on how to use HandFax (this book). The user manual is provided in electronic format on your distribution floppy or electronic download.
Register.txt	Product registration form
License.txt	HandFax user license

Notation conventions in this manual

If you are already a PalmPilot user, then you should be familiar with the terms used in this manual. Here are a few that we use frequently:

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

Note For easier reading, we use the term "PalmPilot" throughout this manual to refer to both Pilot and PalmPilot machines.

Installing HandFax your PalmPilot

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

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

1. Copy the file HF100.prc to your hard disk, or install it directly from your distribution floppy or electronic download directory.

2. Place the PalmPilot in its cradle, and connect the cable to your Windows or Macintosh desktop computer

3. Start the PalmPilot application installer in your desktop computer.

> The PalmPilot application installer on Macintosh is called `InstallApp`

> Windows users should run `InstApp.exe`

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

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

Perform a HotSync to load the application onto your machine:

1. Start the HotSync Manager application in your desktop computer

2. Press the HotSync button on the PalmPilot cradle to begin file transfer

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Note   In case HotSync fails please see the **Troubleshooting** chapter

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Upgrading from an earlier version

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

To remove software, run the PalmPilot **Memory** application, select **Delete apps**, and remove your existing copy of HandFax. Then proceed with installation of the new version. In some cases, you may need to perform a "hard reset" for new software to work correctly.

Starting HandFax

Start HandFax by tapping on the HandFax icon in your PalmPilot's Applications screen.

Product serialization

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

Serial numbers are given in this format:

####-#######-####

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

3   **Quick start**

HandFax is easy to use, and in most cases you will be able to start sending faxes as soon as you install the software and plug in your modem. This chapter covers HandFax basics so you can get going fast. Some of the finer (optional) aspects of configuration are left for later. Here you will see:

1. How to use your fax-modem

2. How to write and send a fax

Modem setup

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

HandFax may be used with a wide variety of Class 2 (and Class 2.0) fax-compatible modems, without any particular restrictions on brand, speed or type of modem. The instructions given here should work without problem with most modems, but you may have to consult the user manual for your modem if this does not work for you.

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

Follow these steps to proceed with modem setup:

1. Start HandFax by tapping on the HandFax icon.

2. Tap on the PalmPilot's **Menu** icon and select **Options** ⇒ **Modem setup**:
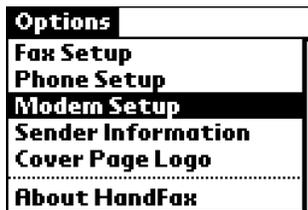
2. The following dialog box will appear:
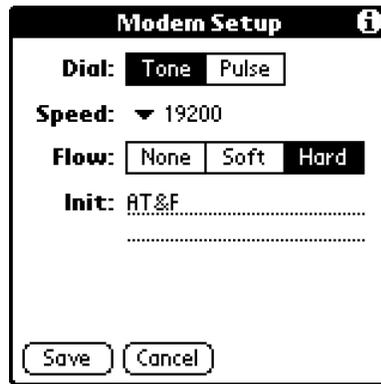
The default values will work for most modems (in particular, a speed of **19200** and **Hard** flow control). Otherwise, you may fill in the setup fields as described here:

Dial   Tap on **Tone** to dial using beep tones. Tap on **Pulse** to select rotary dialing.

Speed   Tap on the current baud rate (such as ▼ 19200) to open a pop-up menu with other available speeds.

You must select a speed higher than your fax-modem's indicated baud rate. For example:

Modem speed:	HandFax speed:
14400	19200
9600	19200
4800	9600
2400	4800

| **Flow** | *Flow control* is used to keep the modem's I/O buffers from overflowing when transferring data. Select the flow control you need by tapping on the appropriate box: |

Hard: This is the most frequent choice, wherein flow control is handled through cabling (RTS/CTS)

None: no flow control

Soft: software flow control (XON/XOFF)

| **Init** | Use the default string (AT&F) for most modems, including the PalmPilot clip-on. If that does not work, you may enter a modem initialization string for your particular modem depending on your needs. These strings are modem-dependent, and we highly recommend that you consult the reference manual for your particular modem if you run into problems. |

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

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

Creating and sending faxes

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

2. This creates an empty outgoing fax as shown here:

```
┌──────────────────────────────┐
│ Outgoing Fax                  │
│ ┌─────┐                       │
│ │ To  │ -No recipients -      │
│ └─────┘                       │
│                               │
│ Subject: ....................  │
│                               │
│                               │
│                               │
│                               │
│                               │
│                               │
│                               │
│ ┌──────┐┌───────┐┌────────┐   │
│ │ Send ││ Later ││ Cancel │   │
│ └──────┘└───────┘└────────┘   │
└──────────────────────────────┘
```

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

```
┌──────────────────────────────┐
│          Recipient            │
│ Name:        ...............  │
│ Company:     ...............  │
│ Fax Number:  ...............  │
│ ┌────────┐                    │
│ │ Lookup │                    │
│ └────────┘                    │
│ ████████████████████████████  │
│                               │
│                               │
│                               │
│ ┌──────┐                      │
│ │  OK  │                      │
│ └──────┘                      │
└──────────────────────────────┘
```

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

Name, Company
Enter your correspondent's name and company name (these fields are optional).

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

> Enter Calling card information under **Options** ⇒ **Phone setup** as described later in this manual.

Lookup   Tap on **Lookup** to select from the list of available contacts with fax numbers in your PalmPilot's Address Book application.

4. Click on **Ok** when you are done to return to the outgoing fax screen

5. Enter a Subject for your fax (optional).

6. Add body copy in the text-editing zone (optional).

7. Click on **Send** to send your fax now, on **Later** to store it temporarily in the Outbox, or on **Cancel** to discard the new fax entirely.

The resulting fax

If you follow the instructions in this chapter, your faxes will look something like this:

```
Fax ID:      PalmPilot HandFax                6/26/97 11:00                    Page: 1/1
                           —  F A X  —
To: Alan M.
Company: HandFax Writer's Guild
Fax: 3055

Date: 6/26/97 11:00
Total Pages: 1

From: Anonymous Sender

Subject: It was a dark and stormy night...


It was a dark and stormy night. The grey clouds were low over the sleeping city, when the
first thunder shattered the silence. The rain started slowly at first, and then flowed like an
open bucket overturned. In the parking lot of the largest supermarket in the city was a
strange wooden boat, a hundred meters long. By the time the inhabitants of the city were up
to their knees in the rising floodwater, they were beginning to realize that two of every
animal were being loaded carefully onto the boat.

-- End of fax --
```

4   Memos, Outbox, and Log

Throughout HandFax, the [Memos Out Log] switchbox can be found in the lower left-hand corner of the screen. These three options are:

Memos   Shows a list of faxable Memo Pad files

Out   Refers to the **Outbox**, where faxes can be queued until you are ready to send them

Log   Displays a complete record of the faxes you have sent, along with their success status, transmission time, date, and number of pages

Attaching Memo Pad files to faxes

You can use HandFax to fax documents that you have written using the PalmPilot Memo Pad application. When sent with a cover page, memos begin on the second page; without a cover page they are sent directly "as is" to the recipient.

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

```
 ┌──────────────────────────────────┐
 │ Available Memos         ▼ All    │
 │ ▤ On the road again              │
 │ ▤ Faxing made easy               │
 │ ▤ Testing, testing               │
 │ ▤ Here are the directions you reques…│
 │ ▤ I'll be at your office in 5 minutes.│
 │ ▤ Don't forget to pick up the doc fro…│
 │ ▤ Here's a list of the things we need f…│
 │                                  │
 │                                  │
 │                                  │
 │ [Memos Out Log] (Fax memo)       │
 └──────────────────────────────────┘
```

To fax a memo:

1. Tap once to highlight the memo you want to fax, then click on
    [Fax memo]. The rest of the faxing procedure is identical to that
    described earlier.

    You will now have a new fax as if you had used gone through menu
    options **Fax** ⇒ **New Fax**. The only visible difference is a small
    memo icon (▯) which is displayed to indicate an attached memo:

    Outgoing Fax
    (To)-No recipients -
    ☑ Use cover page   ▯
    Subject: ....

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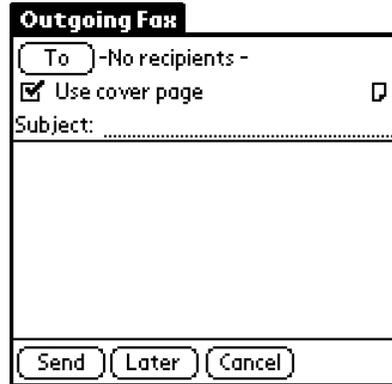
    You may click on the attachment icon in order to view the attached
    memo file, as shown here, but you may not edit it.

    View Memo
    Testing, testing,
    This memo is ready to be faxed.
    ....
    ....
    ....
    ....
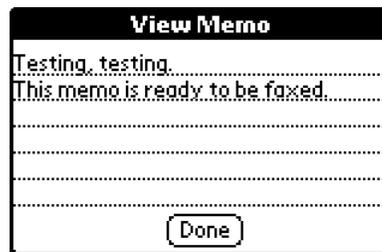
    [Done]

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

2. Enter a subject and text body as appropriate, then tap on **Send** to
    send your fax now, on **Later** to store it temporarily in the Outbox,
    or on **Cancel** to discard the new fax entirely.

Using the outbox

It may be convenient for you to be able to write and prepare faxes now and send them later (i.e. when you have access to a telephone line). For this purpose, HandFax has an **Outbox** that stores outgoing faxes until you want to send them. You may edit Outbox message contents, but not attached memos. When you are done creating a new fax, store it in the Outbox by tapping on **Later** (instead of **Send**). HandFax automatically switches to the Outbox view as shown here:
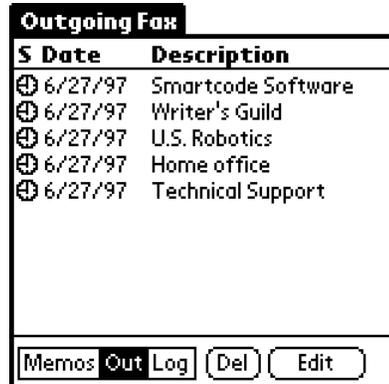
```
┌─────────────────────────────────┐
│ Outgoing Fax                     │
│ S Date      Description          │
│ ⊕ 6/27/97   Smartcode Software   │
│ ⊕ 6/27/97   Writer's Guild       │
│ ⊕ 6/27/97   U.S. Robotics        │
│ ⊕ 6/27/97   Home office          │
│ ⊕ 6/27/97   Technical Support    │
│                                  │
│                                  │
│                                  │
│                                  │
│ Memos Out Log  (Del) ( Edit )    │
└─────────────────────────────────┘
```

You may also open the **Outbox** any time by tapping **Out** in the Memos Out Log switchbox.

To send all the queued faxes, tap on the PalmPilot's **Menu** icon, then select **Fax** ⇒ **Send All**. HandFax will run through the list and send each fax (separately) to its destination.

If, for some reason, one fax fails, HandFax will *not* continue on faxing the remaining items in the list. You can verify success or failure by looking the activity log (described in the next section).

Fax log

HandFax keeps a complete record of all fax transmission so that you can check and make sure that your faxes were sent as expected. This information is stored in the **Fax Log**, which you may open at any time by tapping on **Log** in the Memos Out **Log** switchbox.

Here you can see a list of sent faxes, along with a "thumbs-up" (👍) or "thumbs-down" (👎) symbol to indicate success or failure.

```
┌──────────────────────────────┐
│ Fax Log                       │
│ S Date      Description       │
│ 👍 6/23/97  Micky Bass        │
│ 👎 6/23/97  Wrong number      │
│ 👍 6/23/97  Important contract│
│ 👍 6/23/97  Order No. 165b0   │
│                               │
│                               │
│                               │
│                               │
│                               │
│ Memos Out Log  (Del)(Details…)│
└──────────────────────────────┘
```

You may delete items from this list by tapping on (Del), or view the details of a particular fax by tapping on (Details…).

Important   HandFax stores sent faxes in their entirety until you delete them from this list, which means that you may send them again if you like.

Fax details and resends

The screen below shows the information kept by HandFax for each fax it sends:

```
┌─────────────────────────────────┐
│          Log Details            │
│     Transmission information     │
│ Date: 6/23/97    Len. : 0:29    │
│ Time: 3:27 pm    Pages: 1       │
│                                 │
│      Recipient information      │
│ Number: 645-6889                │
│ ID:    1 847-945-6889           │
│ Name: Micky Bass                │
│ Company: Smartcode Software     │
│  ( OK )  ( Send Again )         │
└─────────────────────────────────┘
```

Simply tap on **Send Again** to move a fax back into the Outbox, where you may edit it and send it as necessary.

5 **Additional configuration**

Identifying HandFax as a fax machine

Fax machines usually "stamp" the very top of every outgoing page with a machine ID and other relevant information, as shown here:
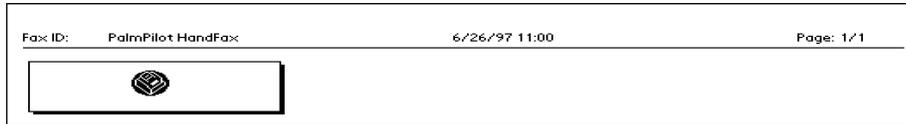
Follow these steps to configure the top-of-page header in HandFax:

1. Tap on the PalmPilot **Menu** icon and select **Fax Setup**:
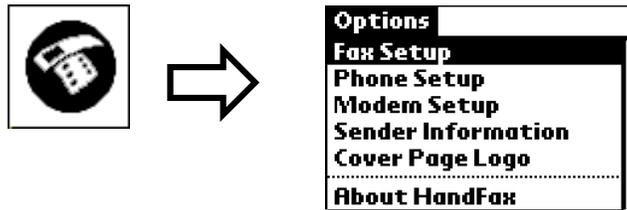
2. This opens the screen shown below:

Fax ID   This information appears in fine print on the very top line of your fax (along with the date, time, and number of total pages in your fax, which are inserted automatically). Fax ID usually represents the name of your fax machine (such as PalmPilot Fax) or your company name. In order to respect standards, the Fax ID field is limited to 20 characters.

Resolution   This determines the resolution that HandFax uses when sending faxes. Select **fine** or **normal** to suit your needs. "Fine" faxes take approximately twice as long to send as "normal" ones, but unless your fax is very long, the time difference may not be significant.

Include top-of page header
As mentioned above, the fax header is the fine print at the top of outgoing faxes, and include your Fax ID, the date, time, and number of total pages in your fax. Check this box if you wish to include that line in your faxes.

Include logo   Check this box if you wish to include a bitmap logo on your fax cover page. You may draw your own logo using HandFax's integrated drawing program (see the chapter in this manual entitled **Designing your own logos** for more details).

Sender information

When you send faxes, you usually include a header with your own name, company, and/or phone and fax information. These details help recipients quickly identify you as the fax sender, and provide a convenient way for you to make sure they have your coordinates in order to respond. In HandFax, this information is printed in the upper left-hand corner of the cover page, as shown here:

Fax ID: PalmPilot HandFax

Poet Developers
1522 Ficticious Street
Suite 123
Writers Village, CA 94901
USA
Phone: (847) 945-3516
Fax: (847) 945-6889

To personalize this with your own information:

1. Tap on the PalmPilot's **Menu** icon and select **Options** ⇒ **Sender Information**:
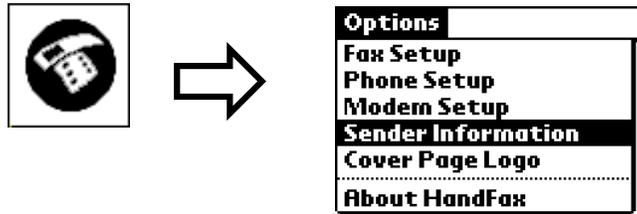
2. This opens the following dialog box:

The information you enter here will be printed on the cover sheets of the faxes you send, right beneath your logo (if you choose to use one). It is not essential to HandFax configuration, but it is convenient for the people receiving your faxes.

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

6   Phone configuration

Using Calling cards

HandFax offers flexible support for telephone calling cards. Given the wide variety of different types of calling cards on the market, we implemented a mechanism that allows you to adapt your configuration to handle nearly any of the number-entry formats used by calling card providers today.

For example, one calling card may require you to enter numbers in this format:

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

While another may require the same information in a different order:

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

HandFax gives you complete control of Calling card setup, making makes it easy for you to determine the order for sending access numbers, card numbers, prefixes, and even suffixes.

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

2. Fill in the fields as necessary:

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

Disable call waiting

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

Use calling card

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

Access #   Enter the number of your long-distance service or calling card provider here.

Note: Do not confuse this with the destination fax machine's number, which is entered under "**To:**" when you create a fax.

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

Order   Use this option to select the order that HandFax uses to dial.

Dial suffix   Any number you enter here will be dialed after all other numbers – including the destination fax number.

Tap on **Save** to keep any changes; tap on **Cancel** to discard them.

7   Designing your own logo

In order for you to be able to include logos or signatures in the header of your cover pages, HandFax includes a simple bitmap drawing program called HandPaint. When you include logos in your faxes (**Options** ⇒ **Fax Setup**), they are placed in the upper left like this:
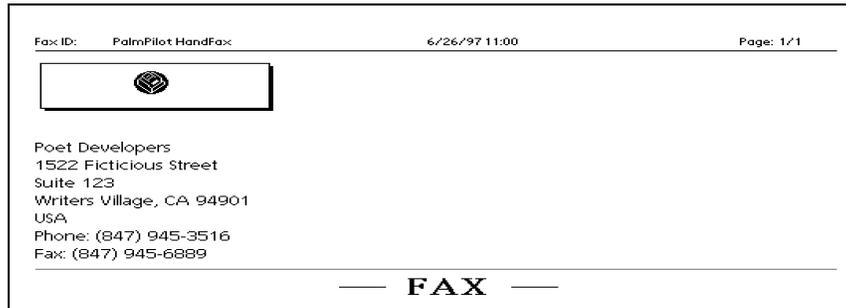
This allows you to customize a "return address" area that your correspondents will find easy to identify.

Using HandPaint

To edit your own artwork, open HandPaint (integrated in HandFax), by selecting **Options** ⇒ **Cover Page Logo**. This will open the bitmap editor as shown here:
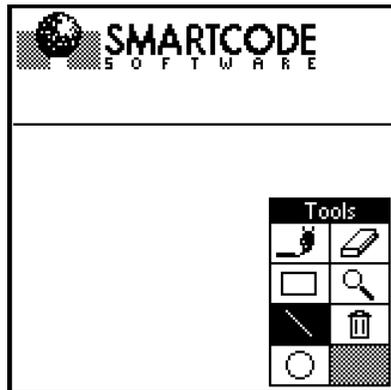
With HandPaint, you may create bitmap drawings that are 160 pixels wide by 48 pixels high. As the PalmPilot display is monochrome, pixels are either black or white. Your drawings appear in the upper portion of the screen.

Drawing tools

The toolbar in the lower right-hand corner of the screen contains the drawing tools at your disposal:

The *paintbrush* tool: for freehand drawing

The *rectangle* tool: for drawing squares and rectangles

The *line* tool: for drawing straight lines horizontally, vertically, and diagonally

The *circle* tool: for drawing circles

The *eraser* tool: "erases" black pixels by turning them into white

The *zoom* tool: for a 15 x 17-pixel close-up of parts of your drawing. See below for more information

The *trashcan* tool: click on this to erase the entire drawing. You will be prompted for confirmation before deletion.

Using the zoom-window

The zoom tool is very useful for precision drawing. With it active, you can quickly scroll through your bitmap and make pixel-by-pixel adjustments by drawing directly in the zoom window as shown here:
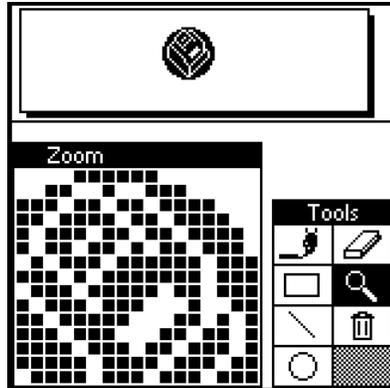
When you touch the screen with your stylus, pixel color changes from white to black, or vice versa.

Zoom navigation made easy

You may either tap with your stylus on the part of your drawing you wish to zoom in on, or use the PalmPilot's scroll and pushbuttons to move the zoom window around manually:

Move left 1 pixel

Move left 4 pixels

Scroll up
or down

Move right 1 pixel

Move left 4 pixels
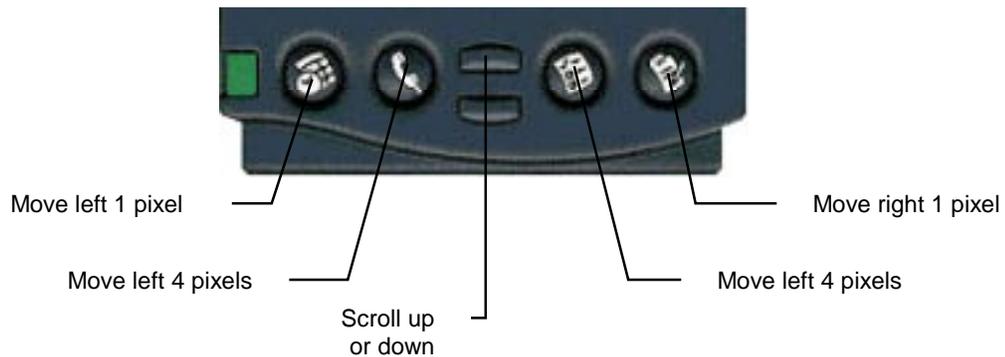
|	
Note	HandPaint disables the normal functions of the PalmPilot pushbuttons. You must quit the application before switching to other programs (**Menu** ⇒ **Quit**)

Drawing hint

Drawing logos pixel-by-pixel can be a tedious task, though with a little patience you can achieve surprisingly good results. If you are willing to take the time to re-draw your logo, here is a trick to help you get it to come out right visually:

1. Using your desktop computer, copy your existing logo artwork into another bitmap drawing program with zoom capabilities

2. Adjust the size to the dimensions HandFax can handle (160 x48 pixels); adjust the color to black and white

3. Zoom in on your drawing until you can see each pixel clearly

4. Open HandPaint inside HandFax, and clear any existing artwork

5. Using HandPaint's Zoom tool, redraw the pixel pattern using your desktop software as a guide.

Save and quit

To save your work or quit HandPaint, tap on the Menu button:

```
┌──────────────┐
│ HandPaint    │
├──────────────┤
│ Revert   R   │
│ Save     S   │
│..............│
│ Quit     Q   │
└──────────────┘
```
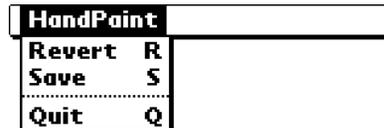
Here you may:

Revert	Reloads the last-saved version of your drawing
Save	Saves your drawing
Quit	Returns you to HandFax (this always prompts you to save your work)

8   Miscellaneous tips

PalmPilot shortcuts

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

1. Tap on the PalmPilot's **Prefs** icon

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

Copy and paste

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

1. Open desired PalmPilot application, locate the information you would like to copy, and select the text using your stylus

2. Tap on **Menu**

3. Select **Edit**, **Copy**

4. Tap on the HandFax program icon, and navigate to the screen where you would like to place the text

5. Tap on **Menu**

6. Select **Edit**, **Paste** to place the information into HandFax

9   **More on modems**

Cabling

The easiest modem to use with the PalmPilot is, of course, the clip-on PalmPilot modem.

If you do not use a PalmPilot modem, we recommend one of the following three ways for connecting your PalmPilot to a modem:

1. Use a U.S. Robotics modem cable (part no. 1011U). This cable allows you to connect the PalmPilot directly to a modem.

2. Use the standard PalmPilot cradle adapter, and attach a null-modem adapter to the end of the cable.

3. Use a HotSync cable, and attach a null-modem adapter.

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

Baud rates and flow control

As a general rule, it is important to use **Hardware** flow control and to set the baud rate within HandFax at a speed higher than the one indicated by your modem. For example:

Modem speed:	HandFax speed:
14400	19200
9600	19200
4800	9600
2400	4800

Sample initialization strings

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

Modem type	Initialization string and settings
Olitec	Init: AT&F
Kortex 14400	Init: AT&F
Cardinal	No string
Intel 144/144	No string
Motorola BitSurfer	Init: AT&D0&Q3&C1
U.S. Robotics PalmPilot modem	Init: AT&FX4
U.S. Robotics Sportster SI	Init: AT&F&K3+H0X4
U.S. Robotics Sportster Voice	Init: AT&F1&D0
U.S. Robotics Sportster Flash	Init: AT&F1&D0
U.S. Robotics Sportster 28.8	Init: AT&F1
Practical Peripherals	Init: AT&FX4
Megahertz	Init: AT&FX4
Hayes Smartmodem	Init: AT&FX4

Modem initialization strings

10 Troubleshooting

Misleading "not enough memory" error

As explained in Chapter 2, you need to use U.S. Robotics' InstApp (Windows) or InstallApp (Macintosh) program on your desktop computer in order to install HandFax onto the PalmPilot.

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

You have several options:

1. Contact U.S. Robotics for a software update. This problem has been fixed in system update 1.0.6 and higher. System updates may be obtained from their web site (`www.usr.com/palm`) in the download section.

2. Delete unused applications from your PalmPilot and reinstall HandFax.

3. Delete all add-in applications and reinstall them. If this still does not work, try re-installing them in a different order.

"Hidden" data-entry mistakes

When entering phone numbers, you should be careful not to enter extraneous or invisible characters with your stylus. This could result in failures, even when the fields appear to be filled in correctly in your PalmPilot. There are two easy ways to see if there are more characters in a field than are visible:

1. Use the stylus to place the cursor at the beginning of a field, then drag the stylus out of the field and down. This will scroll through the entire field and you will be able to see additional lines (if there are any). If an entry contains characters after those you intended to type, place the cursor at the end of the line, and use the Graffiti backspace stroke (⟶•) to erase them.

2. Place the cursor in the desired field and use Graffiti strokes cursor left (⟵) and cursor right (⟶) to navigate from one end to the other.

HandFax messages

HandFax can display two types of error messages: those specifically related to fax protocols, and those generated by HandFax itself.

Note   Unpredictable modem errors may occur due to low batteries in your modem.

Here is an alphabetical listing of HandFax error messages:

Can't init modem. Check the init string.
> HandFax is unable to initialize your modem for fax communications. This is usually due to an incorrect Init string (under **Options ⇒ Modem Setup**)

Can't init modem. Make sure it is on and check the cable.
> For some reason, HandFax is unable to communicate with your modem. This may be because the modem is not turned on, or the connection to your PalmPilot is faulty.

Can't open serial port. Please reset your Pilot.
> HandFax is unable to use the PalmPilot's serial port, possibly because a previous application crashed while using it, or did not close it correctly.

Can't send data to modem. Check modem setup.
> HandFax is unable to communicate correctly with your modem. Make sure the init string is appropriate.

Can't send fax. Correspondent not able to receive.
> Connection was establish with a remote fax machine, but it was not able to receive data (i.e. out of paper or jammed).

Can't set Bit order.
> This error will only occur if you are not using a Class 2 or Class 2.0 fax-modem.

Can't set fax ID.
> This error will only occur if you are not using a Class 2 or Class 2.0 fax-modem.

Can't set fax parameters.
> This error will only occur if you are not using a Class 2 or Class 2.0 fax-modem.

Can't set report level.
> This error will only occur if you are not using a Class 2 or Class 2.0 fax-modem.

Communication error while sending fax.

Connection error: modem command timed out.
> (Don't forget that this can also happen if your modem's batteries are low!)

Correspondent's phone number temporarily Blacklisted.
> This should only happen with certain modems in European countries. It means that you dialed a number more than four times, and it answered but was not a fax machine.

Fax Busy. Try later.
> The fax machine you called is busy. When this happens, your fax stays in the **Outbox**, and you can send it again by selecting **Fax ⇒ Send All** again.

No Answer. Check recipient's phone number.
> The fax machine that you tried to call did not answer.

No Carrier. You apparently did not call a fax machine.
>The number you called did answer, but does not appear to be a fax machine.

No Dial Tone. Check the phone line.
>HandFax initialized your modem, but could not get a dial tone. Check your telephone line and chord.

Sorry, you must at least fill in your correspondents fax number.
>The minimum requirement for sending a fax, or saving one in the outbox, is to fill in the destination phone number.

Transmission error will sending fax.
>This can happen if you have a bad connection, or if there was a problem with the receiving fax machine. Try sending your fax again.

You must fill in recipient information before using this command.
>You cannot save or send a fax until you fill in at least the phone number.

You must select a record before you can perform this command.
>In the Memo list and Fax Log screens, you must highlight the item you want to access before proceeding.

Your modem apparently is not a supported fax-modem.
>HandFax was unable to communicate correctly with your modem.

Your modem does not support Class 2 or Class 2.0.
>Your modem did not accept Class 2/Class 2.0 commands.

Fax protocol errors are displayed in numeric format, and are useful for identifying certain kinds of problems:

Code	Meaning
00	Normal end of session
01	Call answered without successful fax handshake
02	Call aborted by user
03	No Loop Current
04	Ringback detected, dial attempt timed out with no answer
05	Ringback detected, call answered but without a CED tone
10	Unspecified Phase A error
11	No answer or no DIS detected
20	Unspecified error
21	Remote cannot receive or send
22	Command frame error
23	Invalid command received
24	Response frame error
25	DCS sent three times without response
26	DIS/DTC received 3 times; DCS not recognized
27	Failure to train at either 2400 bps or +FMINSP value
28	Invalid response received
40	Unspecified error
43	**DTE to DCE data underflow (if you get this error, you should increase your modem's speed in HandFax setup)**
44	Unrecognized <dle> command
45	Wrong line length
46	Wrong page length
47	Wrong compression code
50	Unspecified error
51	Response frame error
52	No response to MPS repeated 3 times
53	Invalid response to MPS
54	No response to EOP repeated 3 times
55	Invalid response to EOP
56	No response to EOM repeated 3 times
57	Invalid response to EOM
58	Unable to continue after PIN or PIP

Technical support

Our support policy

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

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

Please register your product so we can keep you informed on new releases, upgrades, or patches.

Contacting technical support

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

United States	**Europe**
Smartcode Software, Inc.	Smartcode Technologie, S.A.
P.O. Box 1513	Cap Alpha
Highland Park, Illinois 60035	Avenue de l'Europe, Clapiers
	34940 Montpellier, France
http://www.smartcodesoft.com	http://www.smartcode.fr
support@smartcodesoft.com	support@smartcode.fr
+1 (847) 945-3516	+33 (0) 467 593 092
Fax: +1 (847) 945-6889	Fax: +33 (0) 467 593 048

11 Registration form

Copy or print this form, fill it in, and mail or fax it back to us in order to register your copy of HandFax. (Packages also contain a registration card that you may send to us by mail).

Fax in U.S.: (847) 945-6889
Fax in Europe: +33 467 593 048
E-mail: register@smartcodesoft.com

Serial No. _____

Your name: _____

Title: _____

Company name: _____

Address _____

_____

City _____

State/Province _____ Zip/Postal code _____

Country _____

Phone: _____

Fax: _____

E-mail: _____

Where did you purchase your product?_____

How did you hear about HandFax?_____

Your Pilot model and desktop computer (PC, Mac)? _____

_____

What kind of modem do you use?_____

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HandFax 1.0 - Mobile Faxing System for PalmPilot