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## Configuring Windows 2000's Fax Service

by Gregory Shultz

Operating System: Windows 2000

Unbeknownst to most folks, Windows 2000 comes with a built-in faxing software package. If the Windows 2000 installation procedure detects a fax modem on your system, it automatically installs the Fax Service and configures it to send faxes. If you want to be able to receive faxes as well as send them, you need to enable the receiving option.

If you add a fax capable modem to your system after you've installed Windows 2000, the Fax Service is automatically installed when the modem is detected for the first time. However, since Windows 2000 doesn't alert you to that fact, you might never know that the Fax Service exists.

Creating and sending faxes in Windows 2000 is easy. You can create the fax in any word processor that has a Print

command, including WordPad and Notepad, and then use the fax printer device.

In this article, we'll show you how to use the Fax Service's features to create and send faxes. As we do, we'll show you how to configure the Fax Service to receive faxes.

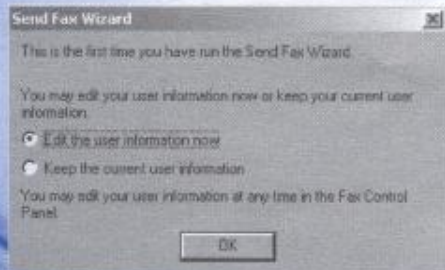
### Sending your first fax

Sending a fax is easy. To begin, launch your word processor and create the document that you want to fax. Once you're ready to fax the document, pull down the File menu and select the Print command. When you see the Print dialog box, select the Fax printer and click OK.

When you do, you'll see the introduction screen in the Send Fax Wizard. Click Next to see the Send Fax Wizard page, shown in **Figure A**, which prompts you to edit your user information. Keep in mind that you'll only see this page the very first time you send a fax.

When you click OK, you'll see the Fax Properties dialog box. As you fill in the fields on the User Information property sheet, keep in mind that this information will be used on the fax cover page. For example, we filled in the fields on the User Information property sheet, as shown in **Figure B** on page 2.

Once you fill in the information and click OK, you return to the Send Fax



**Figure A:** The first time you send a fax, the Send Fax Wizard prompts you to edit your user information.

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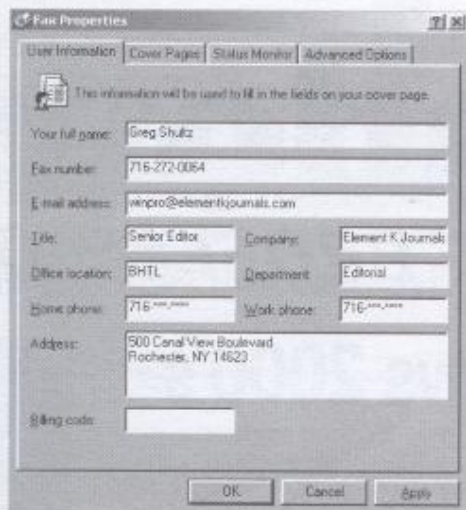
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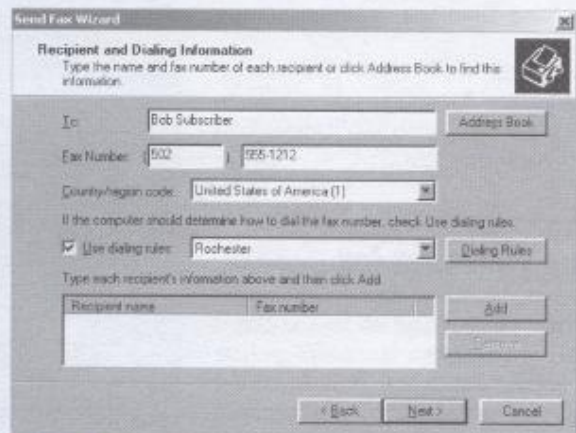
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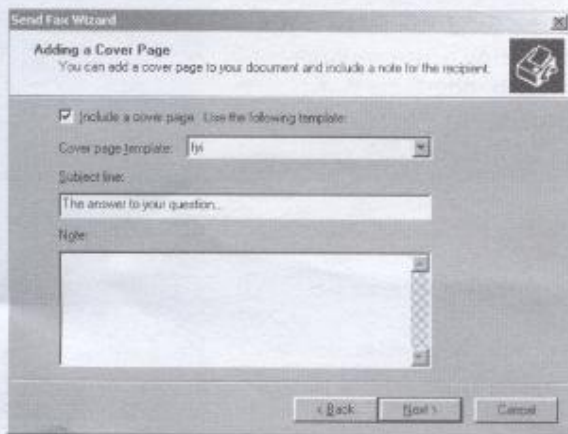
And the winners are...



**Figure B:** The information that you type into the User Information property sheet is used in the fax cover page.



**Figure C:** The next step in the Send Fax Wizard is to fill in the recipient and dialing information.



**Figure D:** The Send Fax Wizard prompts you to use a cover page.

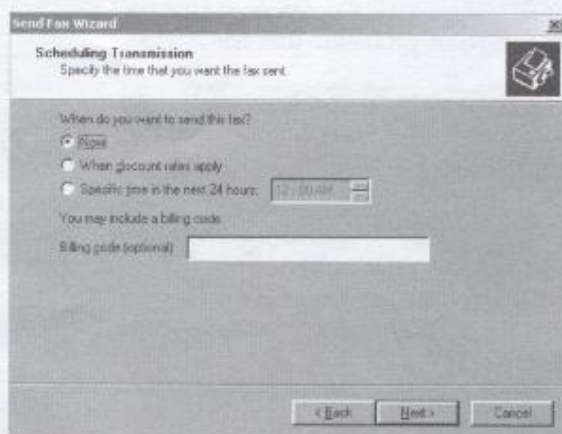
Wizard. At this point, you're prompted to enter the name and fax number of the recipient, as shown in **Figure C**.

If the recipient is in your Microsoft Outlook or Outlook Express address book, you can click the Address Book button and quickly add the person's name and fax number to the form. If you've previously set up dialing rules and want to use them, you can select the Use Dialing Rules check box. (We'll talk more about dialing rules in a future article.)

Another feature of Windows 2000's fax software that's easy to overlook is its ability to send the same fax to multiple recipients at the same time. To do so, after you fill in the first recipient's information, click the Add button. This adds the person's information to the list and clears the form. You can then add another name and fax number.

When you click Next, you're prompted to add a cover page, as shown in **Figure D**. Once you select the Include A Cover Page check box, you can choose one of the predefined cover pages from the Cover Page Template dropdown list. (You can also create your own cover page using the Fax Cover Page Editor, which you access from the Cover Pages property sheet in the Fax Properties dialog box. We'll cover the Fax Cover Page Editor in a future article.) You can then type a subject in the Subject Line text box and even include additional information in the Note text box.

When you click Next, you're prompted to specify the time you want the fax to be sent. You can choose to send the fax immediately, as shown in **Figure E**, or you can schedule the fax to be sent at a later time. In addition, you can configure the fax to be sent when your phone service offers special discount rates. You can configure the discount rates period in the Fax Service Management console.



**Figure E:** You'll have the choice of sending your fax immediately or scheduling a later time.

When you click Next, the Send Fax Wizard displays a summary of the current fax and prompts you to click the Finish button. If you've scheduled the fax to be sent immediately, you instantly hear your modem begin dialing. If you've scheduled the fax to be sent at a later time, the document is added to the fax queue and waits for the appointed time.

## Configuring the Fax Service to receive faxes

By default, the Fax Service is only configured to send faxes. If you want to receive faxes as well, you have to make additional configuration settings. To do so, access the Fax Service Management console by clicking Start | Programs | Accessories | Communications | Fax | Fax Service Management.

When the Fax Service Management console appears, as shown in **Figure F**, select the Devices icon in the tree in the left pane. When you see your fax modem, right-click on its icon and select Properties from the shortcut menu.

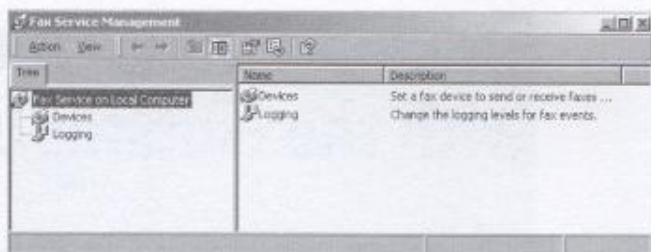
When you see the Properties dialog box for your modem, select the Enable Receive check box. Then use the Rings Before Answer spin buttons to choose how long you want your fax modem to wait before it answers the call. For example, we decided to have our test system answer the call after four rings, as shown in **Figure G**.

Next, select the Received Faxes tab. You can now specify what's to happen when a fax is received. As you can see in **Figure H**, you can specify that the document is automatically sent to a printer as well as have the document saved on your hard drive. To complete the operation, click OK and then close the Fax Service Management console.

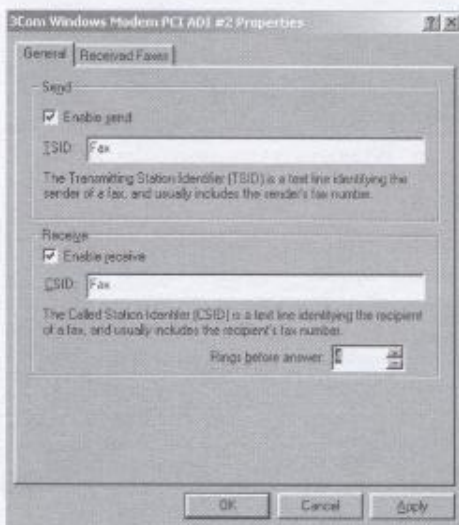
## Fax on!

Windows 2000 comes with built-in faxing software called the Fax Service, which you can invoke from any word processor. In this article, we've shown you how to use and configure the Fax Service to send and receive faxes. \*

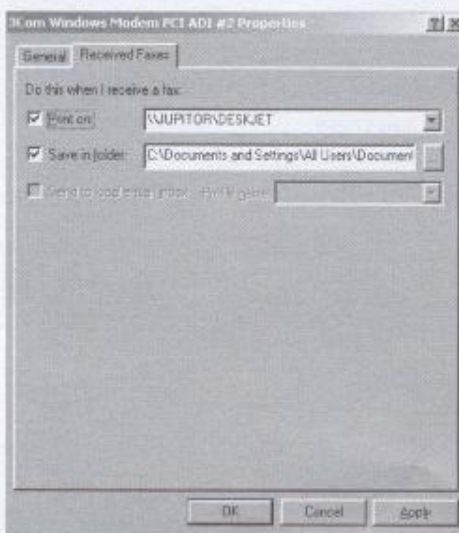
**Figure H:** The Fax Service can automatically print faxes that it receives as well as save them to the hard drive.



**Figure F:** You'll configure your fax modem to answer incoming calls from the Fax Service Management console.



**Figure G:** Once you've configured the Fax Service to receive faxes, you have to specify how long you want it to wait before answering the call.



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