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What is Joyfax Broadcast

A personalized faxing software can reach thousands of people with no limit. This easy to use product is your ideal communication tool for fax marketing, customer communication, event notification, newsletter publishing and more. Fax broadcast job can be set up to run at specific times or in the background.

Features

- Delivers fax broadcast job quickly.
  Joyfax Broadcast is fully scalable from a single port/line up to 36 ports/lines.

- Import Recipients from CSV files
  Fax Broadcast comes complete with import wizards to facilitate recipient entries. There is NO LIMIT on the number of recipient.

- Personalize your faxes with custom fax headers and cover pages
  Fax Broadcast allows you to customize your fax messages to match the needs of your recipients. Personalize sender names, recipient names, images/logos, entire cover pages, customized fax headers and more...

- Automatically resend undeliverable faxes
  Once the fax broadcast has finished, the Joyfax Broadcast can automatically resend all of your undeliverable faxes.

- Fax reports
  Users can create instant reports on successful and failed fax broadcast jobs.

- Convert any printable file into a faxable format.

- Open and convert any Microsoft Office or PDF file directly from the Joyfax Broadcast application.

- Intelligent long distance dialling/local area code detection.

System Requirements

To guarantee stable operation, the following minimum requirements should be met:

Requirements for Joyfax Broadcast Installation:

- 300 MHz or higher Pentium-compatible CPU

- Working Memory 256 MB or more

- Hard disk with at least 100 MB available

- Video display capable of 16-bit color and 800 x 600 resolution

- Fax modems/boards that support fax class 1, 2 or 2.0

- .NET framework 2.0

- Microsoft Windows 2000/XP/2003/Viata/2008/7

System Requirements

Fax broadcast Suggestions

Suggestions to help you run a successful fax broadcasting campaign:

- Make sure your **Font Size** is 11 or larger to make it easier to read;

- **Large Text** is a great to help emphasize a point, don' t use bold,increase the font size instead;

- Use a plain **Open Font** like Arial rather than a tight or scripted font, they come out much better on faxes;

- Keep your message short and straight forward;

- Make sure you have included your **correct details telephone, fax** etc – how do you wish to be contacted?

- Only use **black and white**. Particularly when creating your PDF document, make sure its in black and white not colour (although the page may appear as black in white it may be saved as colour); If you need to use any graphics or logos, make sure they are in black and white not colour or greyscale;

- Make sure the **page size is A4**;

- Try and **avoid tick boxes and/or thin black lines** for people to write on, they generally look very ordinary;

- Maybe you could have a **fax back or order form at the bottom of your page**. This would encourage people to be respond, as will a special offer or discount;

- We recommend the following **multi-modem cards**: Digi Acceleport Ras 4/8 Port Modem cards, Mainpine IQ Express 2/4/8 Port Modem, Multi-Tech MultiModem ISI Multiport Analog Modem and Comtrol RocketModem IV, and please refer to How to install multiple fax modems?

- **TEST!!** – The most important step, send your document to your own fax machine and see how it comes out.

Beginner Guide

- [Install Modems](#)
- [Configure Joyfax Broadcast](#)
- [Create New Fax For Broadcasting](#)
- [Manage Recipient List](#)
- [Broadcast Fax](#)

Beginner Guide

Install Modems

1. To prepare the Joyfax Broadcast to broadcast faxes, you must connect the modem to the computer.

2. Connect your computer's modem to your phone line using a standard phone cable. Plug in the modem's power supply if you are installing an extended modem.

3. Install the modem drivers.
   Turn on your computer. After the New Hardware Wizard detects your modem, insert the Installation CD-ROM into your CD-ROM drive. Follow the onscreen prompts to complete the installation
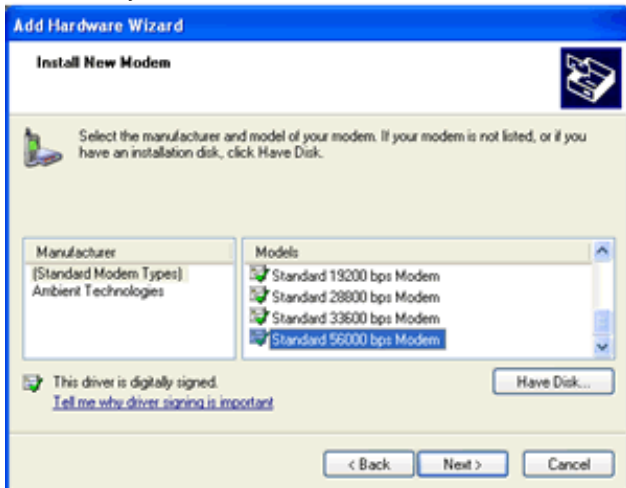
Setup Wizard and Options

The first time you launch the Joyfax Broadcast, a setup wizard will start, helping you customize the Company Informations, Area Code and Fax Devices. You can change the settings in anytime by clicking the **Options** button on toolbar. The settings dialog box has two tabs:

- **General** tab contains the company informations and area code
- **Fax Devices** tab allows to configure the fax devices

General Tab

General tab contains the following items:

- **Company informations:** Sender's information will be used in the cover page
- **Area code:** Specifies the country code, area code, and specific dialing requirements for the place you are dialing from. It is used to analyze telephone numbers and determine the correct sequence of numbers to dial.
- **Show Fax Broadcasting wziard while createing a new project**

Fax Devices Tab
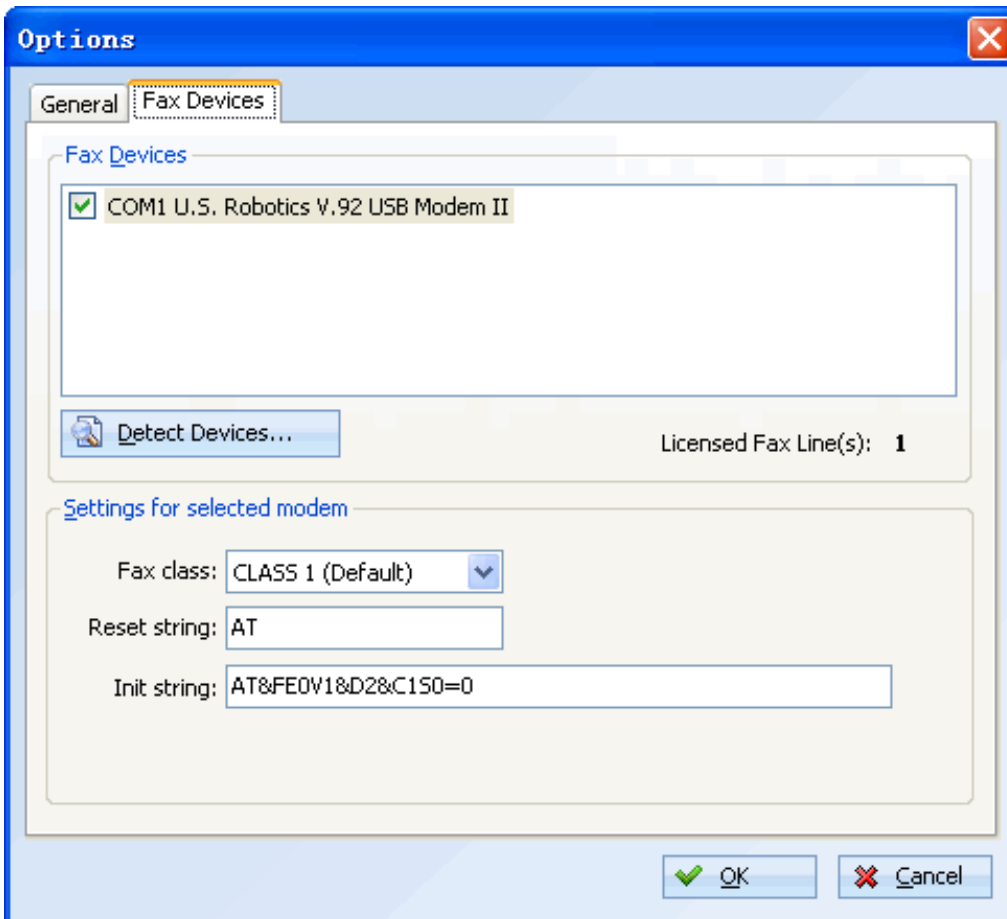
Fax Devices tab contains the following items:

- **Fax Devices**: Allows you to choose a modem to configure settings

- **Detect Devices**: Click this button to automatically detect all connected modems

- **Fax Class**: Use Class 1 unless your modem does not support it.   Class 1 has been in existence much longer, is supported by most fax machines and enjoys the most consistent implementation across fax devices in use today.   The selection of fax class does not, in any way, affect the transmission speed.

- **Reset String**: Specifies the reset command to reset the modem after a fax transmission. Common reset commands are:
  1.ATZ
  2.AT&F
  3.AT&F0

- **Init string:** Specifies the initialization string to the modem. If don't know what it is, leave it blank please.

Create New Fax Broadcasting Project

This wizard allows you to specify the fax contents and who to fax:

- In Joyfax Broadcast, click **New Project**, and then click **Fax Wizard** button on toolbar if necessary;

- The Fax Broadcasting Wizard will begin, click **Next**;

- Click on the recipients gird to add a recipient, or click **Import...** button to import recipients from a csv file, click **Next**;

  - **Company**: Recipient's company on cover page

  - **Note**: Note on cover page

- Click Append button to add files(Can be Word, Excel, Powerpoint, Pdf, RTF, jpg, png, tif and txt files) to fax, click **Next**;

- Choose a cover page if you want, click **Advanced...** button to set up the **Fax Header** and **Print Quality**; Click Preview button to to see a full-screen preview of the fax file; click **Next**;

- Specify the sending time and attempting settings, click **Next**;

- The software will generate the fax automatically for broadcasting, click **Finish** to close the wizard.

Manage Recipient List

To edit a recipient:

- In the recipient list, right click a recipient to pop up the context menu;
- Select **Edit**, the **Recipient Information** will be displayed, make all required changes;
- Click **OK** to save

To delete a recipient:

- In the recipient list, right click a recipient to pop up the context menu;
- Select **Delete**, you will be asked to confirm the action. If you are sure, click **Yes**.

To import recipients:

- See How to import recipients

To export recipients:

- On the **Tools** menu, click **Export Recipient**...
- In the **Save as** dialog box, specify an output CSV filename, click **Save**

Broadcast Fax

Now, you may easily click the Start button on toolbar to begin sending fax.
BUT, **it's highly recommended to send your document to your own fax machine and see how it comes out.**

- In Joyfax Broadcast windows, press **Ctrl + A** to select all recipients;

- Right-click a recipient to pop up the context menu, select **Suspend**;

- Right-click the first recipient to pop up the context menu, and select **Edit**, change the **Recipient fax number** to your own fax machine's fax number(NOT the Joyfax Broadcast's), click **OK** to save.

- Right-click the first recipient to pop up the context menu again, and select **Resume**, and click **Start** button on toolbar;

- Check the fax you received from the Joyfax Broadcast whether correct or not?

- Change back the first recipient's fax number, press **Ctrl + A**, right-click, select **Resume**, and click **Start** button for fax broadcasting.

Frequently Asked Questions

- [How to import recipients?](#)
- [How to install multiple fax modems?](#)
- [How can I improve fax reliability?](#)
- [How to increase the fax quality(especially the PDF files)?](#)
- [How to register the Joyfax Broadcast?](#)

How to import recipients

Importing from a CSV file is a two step process. First, you need to prepare and verify your CSV file. Next, simply choose your import file to perform the import.

1. Preparing your CSV file
Please ensure that your CSV is a valid CSV format. A good way to check is to import your file into Microsoft Excel and see if the data is as expected. This is also a good opportunity to do any massaging of the data, if you wish. The CSV file must contain a heading row. For example, here is a valid file with a single record:

Fullname, Fax, Company, Note
Sammy,(866) 654-6545, Recipient's company, Memo on cover page

Click here to download the sample file(contacts_demo.csv)...

2.Importing the CSV file

- On **Tools** menu, click **Import contacts...**

- Locate the CSV file you want to import, press **Enter**

- The **Import Recipients** dialog box will be displayed, and give you statistics on how recipients were imported, then click **Next** button to continue

- At last, click **Next** button to close the dialog box

How to install multiple fax modems?

Though we recommend to avoid using multiple low-cost fax modems for faxing, but we get asked this question a lot. Here is a simple step by step guide shows you how to install **multiple U.S. Robotics V.92 USR5637 56K USB Fax modems** on Windows XP:
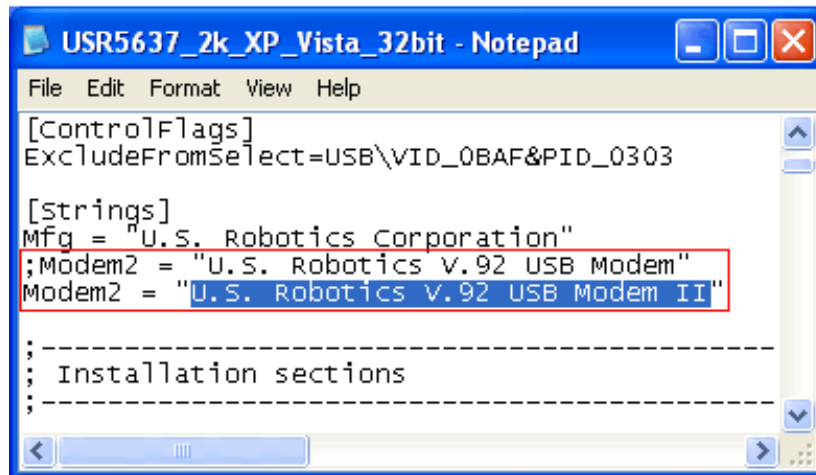
- Connect the modems to computer, and install modems drivers;

- Open **Joyfax Broadcast**, click **Options** button on the toolbar, choose **Fax Devices**, click **Detect Devices...**, only one U.S. Robotics V.92 USB Modem could be found in the devices list;

- Click **Exit** on **File** menu to quit Joyfax Broadcast;

- Right-click **My Computer**, click **Properties**, click the **Hardware** tab, and then click **Device Manager**, double-click **Modems**:
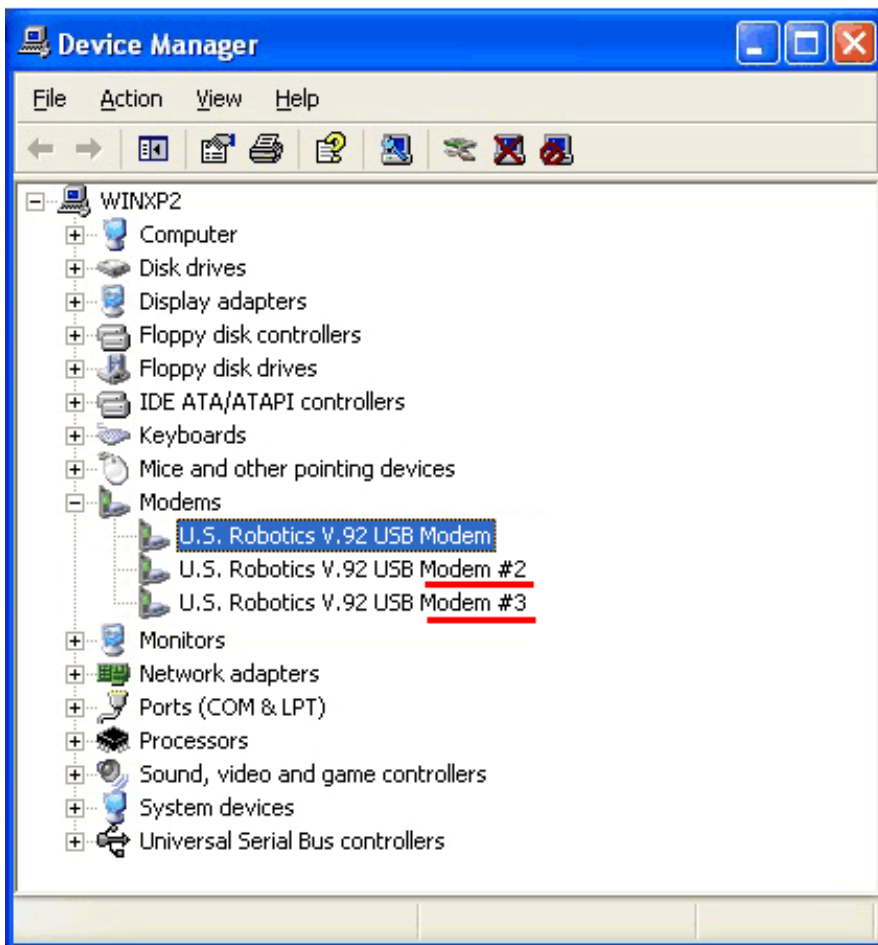
*Modems which name contains a **# character** that cannot be recognized with Joyfax Broadcast;*

- In order to fix this problem you have to update the Modem drivers manually. To prepare for updating modem drivers:

  - [Click here](#) to download the lastest release drivers: i.e: USR5637-2kXpVista32-bit.exe;

  - Extract the drivers to **C:\USR\5637**, double-click the **USR5637_2k_XP_Vista_32bit.inf** file to open with **Notepad**;

  - Replace the string **Modem2 = "U.S. Robotics V.92 USB Modem"** as **Modem2 = "U.S. Robotics V.92 USB Modem II"** (The string name may be Modem1PCI, Modem1EXT, Modem1EXTPNP and

Modem1USB etc...);

- ○ On **File** menu, click **Save As...**, type **"USR5637_II.inf"** (Include the inverted commas), click **Save**, and then close Notepad.

- Right-click **U.S. Robotics V.92 USB Modem #2** modem, select **Update Driver**;

- The Hardware Update Wizard will begin: Select **No, not this time**, click **Next**; Select **Install from a specific location(Advanced)** and click **Next**; Select **Don't search. I will choose the driver to install** and click **Next**;

- Windows will show you the current driver that is installed for the modem. Click **Have Disk**, click on **Browse** to point to **C:\USR\5637**, choose the **USR5637_II.inf** file, click **Open**, click **OK**;

- Windows will show the selected driver: **U.S. Robotics V.92 USB Modem II**, click **Next** to begin copying the necessary files to your hard drive, click **Finish** to move on;

- Repeat the above steps to update drivers for the **U.S. Robotics V.92 USB Modem #3** modem;

- Now, Joyfax Broadcast can recognize all of your modems!

How can I improve fax reliability?

In order to get maximum performance and reliability from your fax server, try the followings:

- Use a direct connection from the PSDN to the fax modem; Remove any splitters and other devices in that line.

- **DISABLE YOUR SCREENSAVER**. Some screensavers can be quite cpu intensive and will starve the communication threads from receiving required messages;

- Avoid running other cpu intensive processes while fax sessions are in progress, they will likely starve the communication threads.

- Try different modem baud rates in this order: 9600, 12000 and 14400;

- If you have a cheap winmodem or software modem consider investing in a good quality non-US Robotics controller based modem, please see this page.

How to increase the fax quality?
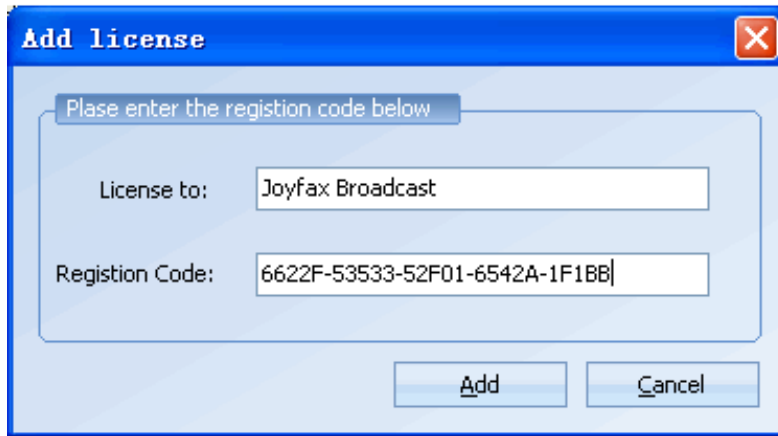
In order to increase the fax quality, try the followings:

- Click **Fax Wizard**, the Fax Broadcasting wizard window will be displayed;

- Click the **Next** button 3 times, in the **Cover Page** section, click **Advance Settings...** button;

- In Fax Printer tab, set Print Quality to **204 x 196 per inch(High)**, click OK;

- Complete the wizard to generate the facsimile again

Registering Joyfax Broadcast

Joyfax Broadcast is licensed based on the number of fax ports required and the number of recipients.

One licensed copy of Joyfax Broadcast may be used by a single person who uses the software personally on one computers, or it may be installed on a single workstation used non-simultaneously by more than one person, but not both. Please feel free to contact us at register@joyfax.com if you need to purchase this product for more than one user.

As a registered user, you will receive:
- Fully functional, unrestricted copy of the software
- Six-month free updates
- Free technical support

We accept credit card orders, orders by phone and fax, checks, purchase orders, and wire transfers. Prices, terms, and conditions are subject to change without notice: please check our web site for the latest product offerings and prices.

To order online, please visit our order page.

To register the Joyfax Broadcast, please follow this instruction:

1. Launch Joyfax Broadcast License Manager: click **Start**, point to **Programs**, point to **Joyfax Broadcast**, and then click **License Manager**

2. Press **Add...** button located at the left side of the window

3. In the **Add license** dialog box, type your registration name and the code, then press the **Add** button

Add license

Plase enter the registion code below

License to: Joyfax Broadcast

Registion Code: 6622F-53533-52F01-6542A-1F1BB

Add   Cancel

4. Your registration code now be activated, close the **License Manager** and launch **Joyfax Broadcast** again.

Note: Before registering Joyfax Broadcast, please **ENSURE** that you have the **Full-funtion version** installed

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UPDATES AND ENHANCEMENTS: The customer accepts that there is only six monthes for free updates and enhancements.

SOFTWARE WARRANTY

WARRANTY PERIOD: The manufacturer guaranties for the time of 6 months that the software will work in a manner that the main use of the software is not impaired. This warranty is only valid if you have installed all of the program files correctly. From the current position it is not possible to guaranty that the software is absolutely free of errors. If the software does not work in the desired manner within that warranty period you can ask for replacement or reparation. If it is not possible for the manufacturer to repair the error within a appropriate time the customer can cancel the contract with full return of the money.

MEDIA: The manufacturer guaranties for the time of 6 months that the enclosed media are free of material faults. If you detect errors on the media within the warranty period you can order a replacement media from the manufacturer. If it is not possible for the manufacturer to replace the media within a appropriate time the customer can cancel the contract with full return of the money.

CLAIM OF WARRANTY: You have to inform the manufacturer at least 30 days after the end of the warranty period to report your claim of warranty.

LIMITATIONS IN WARRANTY: There is no warranty that exceeds the above listed terms of warranty. There are no other agreements of any kind. The warranty period is limited to 6 months except otherwise defined by law.

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