

R:Fax X.5



Help Manual



R:Fax X.5

by R:BASE Technologies, Inc.

Welcome to R:Fax X.5!

The innovative fax solution for sending R:BASE reports!

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Part



1 Introduction

1.1 Introducing R:Fax X.5

R:Fax is a Plugin component for the R:BASE sends reports directly to any fax machine using a traditional phone line connected to your computer. R:Fax contains many features and settings that allow each machine to be custom configured.

Using your R:BASE database, R:Fax will be able to pass the following parameters:

- Fax Number
- Fax File and Name (created by R:BASE)
- Fax Cover File Name (created by R:BASE)
- Total Pages

The custom settings within R:Fax allow you to specify your own:

- Fax Header
- Station ID
- Number of dialing attempts
- Waiting period, in seconds, for dialing retry
- Fax Class
- Enhanced Text for Header and Cover Page

R:Fax allows the option to create an activity log based on the status of a fax sent.

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First Edition

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Licenses for the Corporate VIP Licenses of the Program are not controlled by activation codes and can be operated from computers that are not connected to the Internet.

SOFTWARE SUPPORT

The availability of software support services is subject to the End of Support (EOS) and End of Life (EOL) product life cycle, and to an active Software Assurance Plan. Where applicable, licensees will be provided with an option to upgrade to the current supported version of a software product.

LIMITED WARRANTY

RBTI warrants to you, as the initial user, the Program will perform substantially in accordance with the Documentation, provided it is used in unaltered form with functioning equipment and operating systems for which it was designed. RBTI will, at its option, with proof of payment within 30 days of the invoice date and after the Program with Documentation has been deactivated and uninstalled, and software installer, whether provided by download or other means, permanently deleted from all drives and folders, issue a full refund. These are your sole remedies for any breach of warranty. No exceptions will be made.

SERVICES PROVIDED WITH PURCHASE

1. 30-Day Limited Complimentary Technical Support

LICENSEE RESPONSIBILITIES

- To help us expedite the process and provide high quality assistance, the licensee must provide proof of purchase when calling. Proof of purchase is defined as the following: registration number, purchase date, version and build number, and company or individual to which product is registered.
- To have operating system, workstations, and local network installed and functional. RBTI will NOT be responsible for resolving issues not pertaining to the Program.
- Our support staff deals with advanced issues, therefore the person contacting RBTI for assistance should be the system administrator or have other R:BASE/SQL experience and be able to understand and implement the advice given.
- To have the database(s) being converted, safely backed-up before attempting conversion process. RBTI will NOT be held responsible for lost data or corruption as a result of advice given.

R:BASE TECHNOLOGIES, INC. RESPONSIBILITIES

- To provide quality assistance in a timely manner to aid Licensee in the installation of the product within 30 days of the date of purchase.
- To provide a reasonable solution for any resolvable issue. Not all issues are resolvable, and therefore we will acknowledge the existence of known issues or "bugs" which we are presently aware of, that have no reasonable work-around.

RBTI reserves the right to limit the amount of support time allotted to a maximum of 2 HOURS during the 30-Day Complimentary Technical Support Period. We also reserve the right to limit the quantity of calls from a particular Licensee to 30 MINUTES in a single day. Issues are dealt with on a case-by-case basis, and are handled at the discretion of the support agent assigned to the case. Complimentary Support is limited to INSTALLATION and ELEMENTARY CONVERSION related issues ONLY. Our support hours are from 10am. to 6pm. Eastern Time.

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1.4 Complimentary Technical Support

30 DAY LIMITED COMPLIMENTARY TECHNICAL SUPPORT

A. LICENSEE RESPONSIBILITIES.

1. To help us expedite the process and provide high quality assistance, the licensee must provide proof of purchase. Proof of purchase is defined as the following: registration number, purchase date, version and build number, and company or individual to which product is registered.
2. To have operating system, workstations, and local network installed and functional. R:BASE Technologies will NOT be responsible for resolving issues not pertaining to the software product.
3. Our support staff deals with advanced issues, therefore the person contacting R:BASE Technologies for assistance should be the system administrator or have other R:BASE/SQL experience and be able to understand and implement the advice given.
4. To have the database, application, and command files being reviewed, safely backed-up before attempting assistance. R:BASE Technologies will NOT be held responsible for lost data or corruption as a result of advice given.

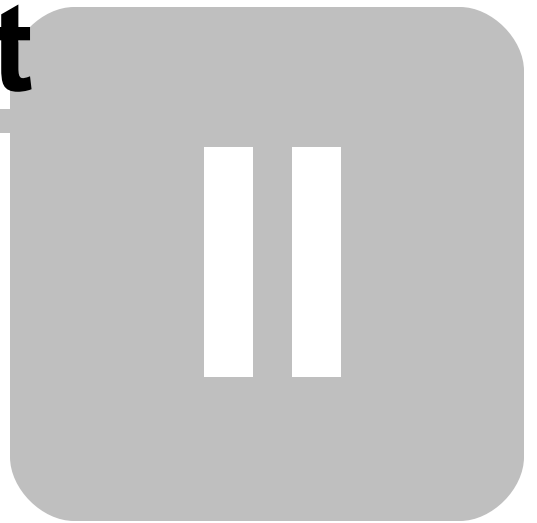
B. R:BASE TECHNOLOGIES, INC. RESPONSIBILITIES.

1. To provide quality assistance in a timely manner to aid in the installation of the product and elementary conversion of database, application, and command files within 30 days of the date of purchase.
2. To provide a reasonable solution for any solvable issue. Not all issues may be solved, and therefore we will acknowledge the existence of known issues, or bugs, which we are presently aware of, that have no reasonable work-around.

R:BASE Technologies reserves the right to limit the amount of support time allotted to a maximum of 2 HOURS during the 30-Day Complimentary Technical Support period. We also reserve the right to limit the quantity of calls from a particular licensee to 30 MINUTES in a single day. Issues are dealt with on a case-by-case basis, and are handled at the discretion of the support agent assigned to the case. Complimentary Support is limited to INSTALLATION and ELEMENTARY CONVERSION related issues ONLY. Our support hours are Monday through Friday, from 10:00 AM to 6:00 PM (EST).

For application, design, or advanced conversion assistance, R:BASE Technologies offers Technical Support Plans of various types to meet your needs. Please visit the Support page at <https://www.rbase.com/support> for details and pricing.

Part



2 Installation

2.1 System Requirements

The following system specifications are recommended for the optimal use of R:BASE and R:BASE-related software.

Workstation Hardware

- 2-Core 2GHz+ CPU
- 2 GB of available RAM (4 GB recommended)
- 2 GB of available hard disk space
- 1024x768 or higher resolution video adapter and display
- Standard mouse or compatible pointing device
- Standard keyboard

Server Hardware

- 2-Core 2GHz+ CPU
- 6 GB of available RAM (8 GB recommended)

Operating System

- Microsoft Windows 11 (Professional)
- Microsoft Windows 10 (Professional)
- Microsoft Windows Server 2022
- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012, 2012 R2

Network

- Ethernet infrastructure (Gigabyte recommended)
- Internet connection recommended, but not required, for license activation, software updates, and support
- Anti-virus programs should exclude the R:BASE program, and any add-on product, executable and database files

2.2 Things You Will Need

- License Key

Before launching the installer, it is recommended that you have your 32-character License Key readily available. The License Key is provided in a document, with the email message, when the software was originally purchased. If you have lost or misplaced your License Key, please contact our Support Staff by email at support@rbase.com.

- Internet Access

The computer where the software will be launched should have access to the Internet for activation. The Internet access is used to visit the R:BASE Technologies Web site to provide your required Activation Key.

In instances where the software will be installed on a computer that is not connected to the Internet, you must then contact R:BASE Technologies to provide information displayed on the computer screen. Please contact our Product Activation Staff by email at activationkey@rbase.com. The Registration Number must be provided. The Registration Number is displayed on the invoice/order slip, and within the email, when the software was originally purchased.

2.3 Software Installation

The installation of R:Fax is fully automated and does not require user intervention for the initial setup.

Run the installer ".exe", provided by download, while physically sitting at the workstation to begin the installation process, and read the installer screens for licensing and other information as the program installs.

Installation Directory

C:\RBTI\RFaxX5

Files Installed

RFaxConfigX5.exe
 RFaxX5.rbm
 RFaxX5.chm
 RFaxX5.pdf
 License.rtf
 ReadMe.txt

Requirements:

Plugin

The R:Fax X.5 Plugin file (RFaxX5.rbm) and configuration file must be placed in the R:BASE X.5 program directory or the runtime/compiled application directory.

R:BASE Version	Default Program Directory
X.5 (Version 10.5)	C:\RBTI\RBGX5
X.5 Enterprise (Version 10.5)	C:\RBTI\RBGX5E

2.4 Plugin Activation

R:BASE Plugins can be used to enhance, or extend R:BASE operations. Current R:BASE Plugins use the .RBM file extension.

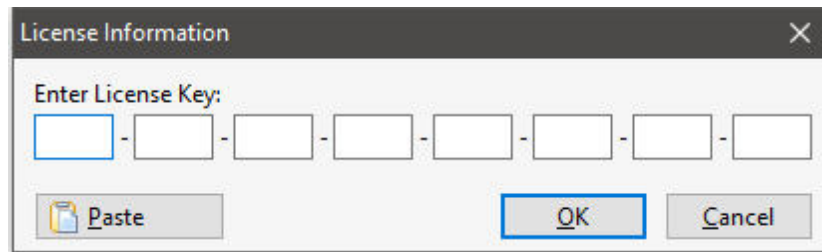
To begin using any plugin product, the plugin must be registered for use.

The license type for R:BASE and R:BASE plugin products must match. The license keys supplied with Single Seat and 5 Seat plugin products will only be accepted within Single Seat and 5 Seat versions of R:BASE, and are not accepted within R:Compiler for R:BASE or Runtime for R:BASE programs. The same license structure is also in place for Runtime License Keys for plugin products, where the key will not be accepted within Single Seat and 5 Seat Licenses R:BASE.

2.4.1 R:BASE

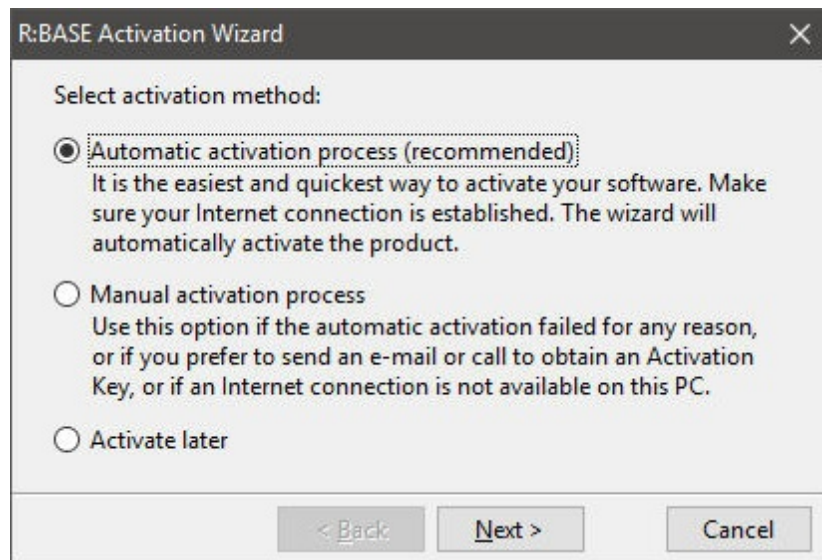
To begin using a plugin product, you must register the software within R:BASE by selecting "Help" > "Product Activation" from the main Menu Bar. In this window, select the "Add New" button where you can enter or copy and paste the License Key you received with your product.

Only "Per Seat" License Keys are valid for this entry screen. All "Runtime" License Keys must be registered within R:Compiler for R:BASE or within Runtime for R:BASE separately.



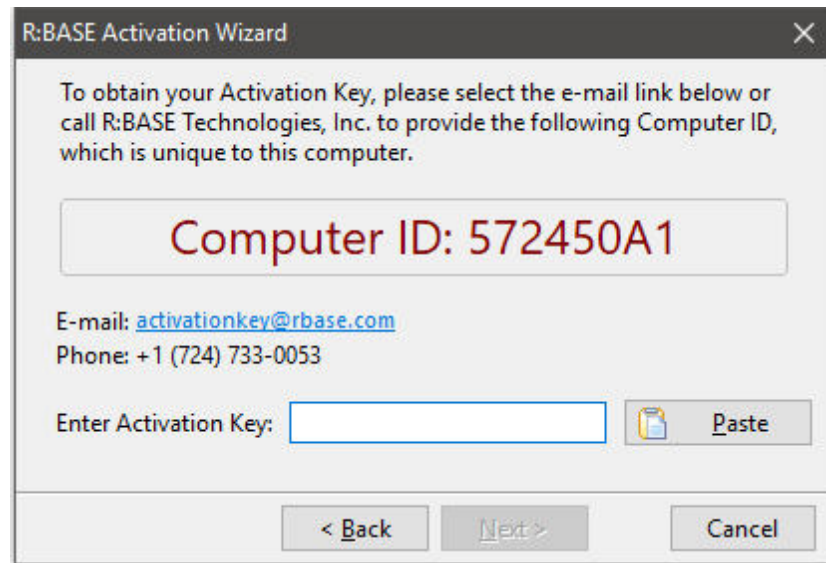
The "License Information" dialog box features a title bar with a close button (X). Below the title bar, the text "Enter License Key:" is displayed. Underneath, there are eight individual text input boxes arranged horizontally, separated by hyphens. At the bottom of the dialog, there are three buttons: "Paste" (with a clipboard icon), "OK", and "Cancel".

After entering the License Key, you will see a dialog to prompt for your activation method. The software can be activated automatically over the Internet, or manually by retrieving an Activation Key from R:BASE Technologies by email or over the phone. If you select "Later", you will be reminded each time R:BASE starts to activate your copy.

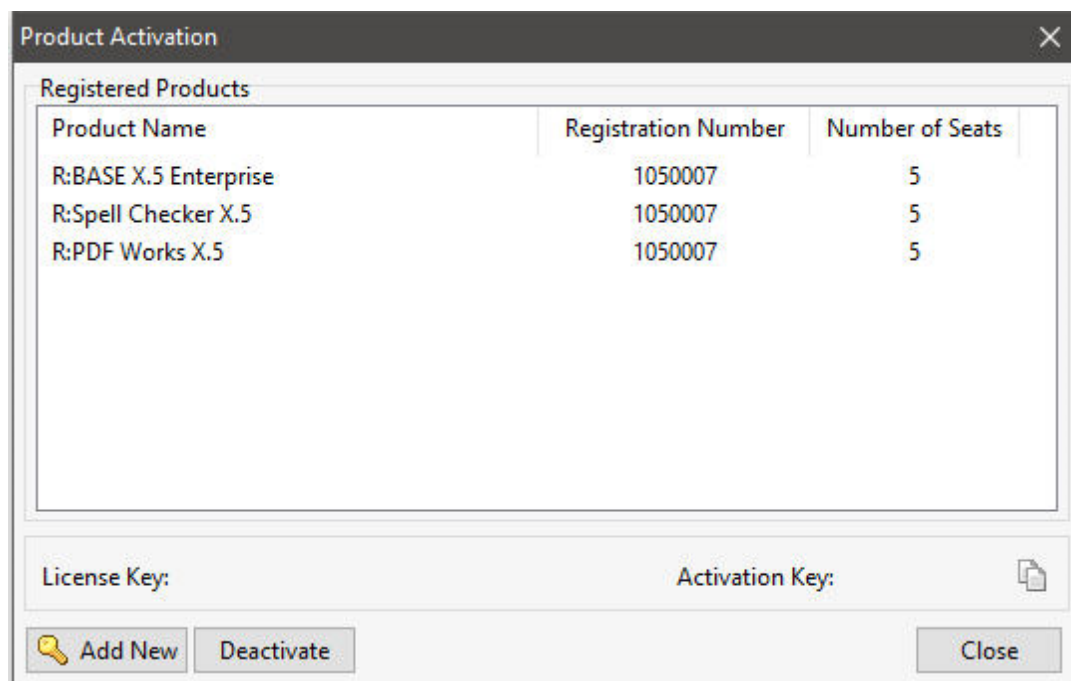


The "R:BASE Activation Wizard" dialog box has a title bar with a close button (X). The main area is titled "Select activation method:" and contains three radio button options. The first option, "Automatic activation process (recommended)", is selected and includes a description: "It is the easiest and quickest way to activate your software. Make sure your Internet connection is established. The wizard will automatically activate the product." The second option is "Manual activation process" with the description: "Use this option if the automatic activation failed for any reason, or if you prefer to send an e-mail or call to obtain an Activation Key, or if an Internet connection is not available on this PC." The third option is "Activate later". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

When activating the software manually, you select the e-mail link to launch your email client and send a pre-formatted message to R:BASE Technologies that will contain your License Key and the displayed Computer ID. You will need to provide your R:BASE Registration Number and Computer ID.



At any time, you can review your product information by starting R:BASE, and from the Menu Bar clicking on "Help" > "Product Activation". Your R:BASE Registration Number is displayed on the window. You can also enter additional License Keys for R:BASE add-on products.



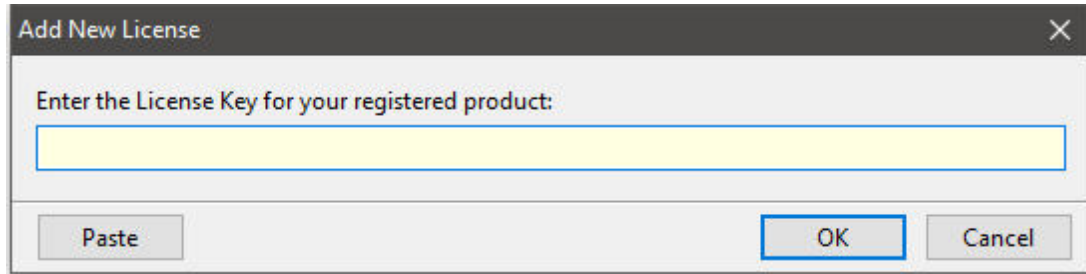
Please be advised that if you are activating multiple workstations, it is highly recommended that you keep records of the computer name, Computer ID and Activation Key for future reference. Access to this information will prove convenient in the event of a hardware failure or license transfer when uninstalling R:BASE.

Please see: Uninstall/Reinstall

2.4.2 R:Compiler for R:BASE

Runtime License Key

Runtime license keys for an R:BASE Plugin must be stored within the compiled executable. A specific Runtime License Key would be provided after your purchase of the Runtime software product. Adding a Runtime License to your project can be done by selecting the "Add License" button, and pasting the appropriate Runtime License Key into the displayed dialog window.



After a Runtime License is added as a resource, it will be assigned a "Resource ID". This ID consists of the word "License" and an incrementing value for the number of licenses added to the executable.

Plugin File (.RBM)

R:BASE Plugin files can be added and stored within the compiled executable or included within the R:BASE application directory. The Runtime license key pertaining to the R:BASE Plugin must be stored in the compiled executable.

Adding a Plugin to the list of resources can be performed by selecting the "Add Plugin" button on the Tool Bar. You will be prompted to locate the appropriate Plugin file with the .RBM file extension. After a Plugin file is added as a resource, it will be assigned a "Resource ID". This ID consists of the Plugin file name.

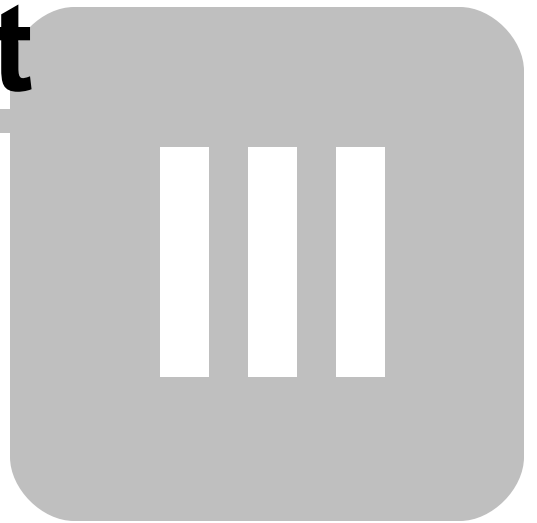
2.4.3 Runtime for R:BASE

After R:BASE Plugins are acquired for Runtime for R:BASE applications, the Plugin file must be included in the Runtime application folder, to be loaded when the Runtime application launches.

To load the Plugin, the License Key must be included into the Runtime for R:BASE session by adding the following PROPERTY command within the application startup file:

```
PROPERTY ADD_LICENSE #####-#####-#####-#####-#####-#####-#####-##### ' '
```

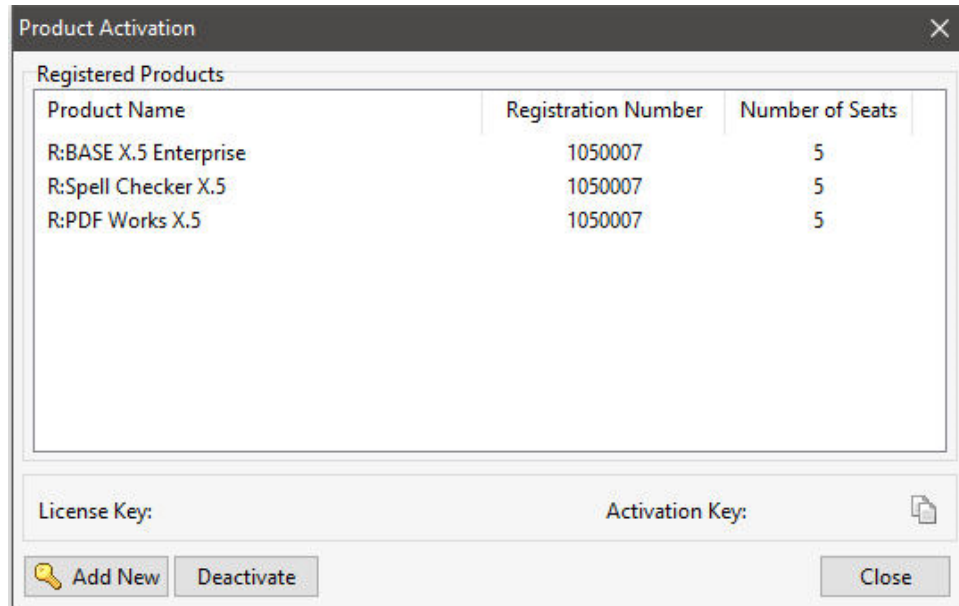

Part



3 Uninstall

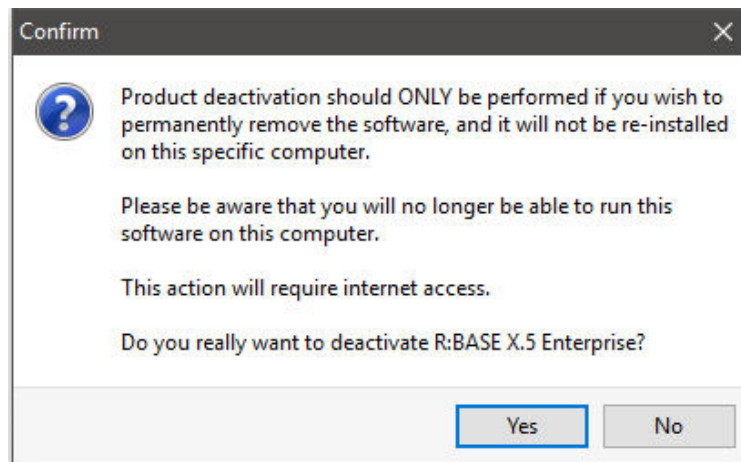
If a computer is no longer using R:Fax, through license transfer or hardware failure, the Activation Key that was used on that computer must be submitted to R:BASE Technologies so we can then remove the Activation Key from our log. We will disable the Key, which will then free up that used activation. Once a key is reported to us as no longer in use and deactivated, it can no longer be used on that computer.

Product deactivation can be performed automatically from within R:BASE. To review your product information select "Help" > "Product Activation" from the Menu Bar. Here, the License Key and Activation Key for a selected product is available for review.



If the License Key for your product is not readily available for the license transfer, select the "Copy License Key" button to send your License Key to the clipboard.

To deactivate a listed product, select it and press the "Deactivate" button. The below confirmation dialog will appear. After selecting "Yes", the product will be removed from the list.



After completing the deactivation of the product, it can be successfully reinstalled and activated.

Part



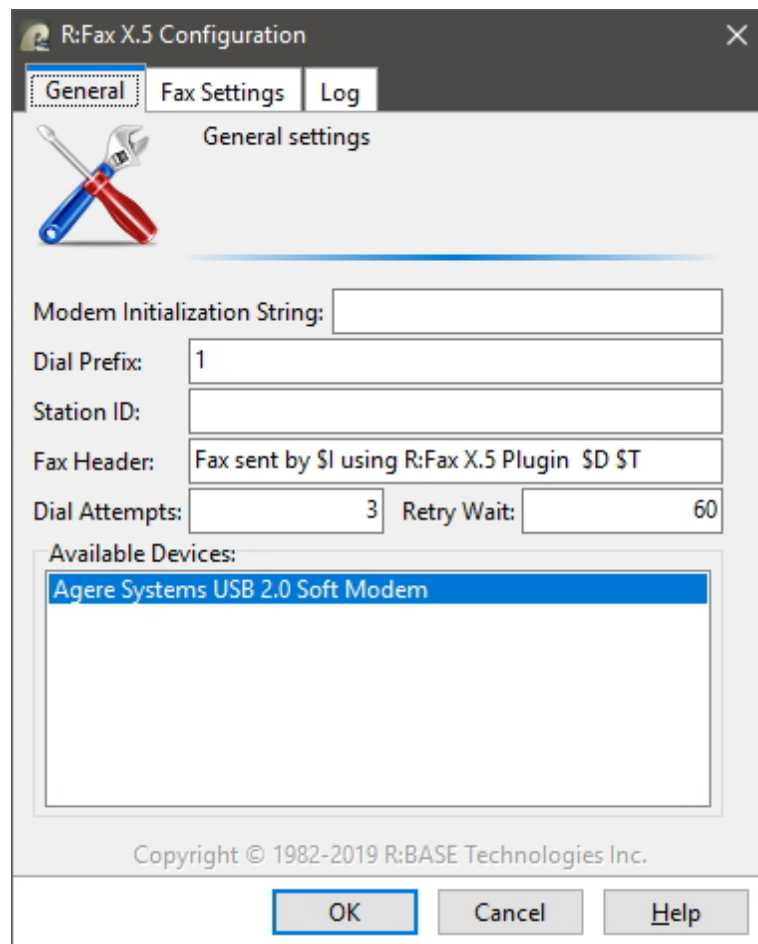
4 Using R:Fax

4.1 R:Fax Configuration

The R:Fax Configuration displays a list of available modem devices, and offers options to alter the fax page header, transmission settings, and file logging.

The R:Fax Configuration can be accessed from the R:Fax X.5 installation directory (default: C:\RBTI\R\FaxX5).

4.1.1 General



Modem Initialization String - prepares the modem for communications, setting such features as dialing mode (tone or pulse), waits, detection of the busy signal, and many other settings. Newer modem communications programs reset the initialization string for you according to which menu options selected or which features are enabled. This setting is for older modems which may require an initialization string.

Dial Prefix - places the dial prefix number for local settings

Station ID - specifies a personal or company information which appears in the fax header under the \$I parameter

Fax Header - specifies the text that appears on top of the fax. The \$I system parameter will read the Station ID. The \$D will display the date and \$T will display the time.

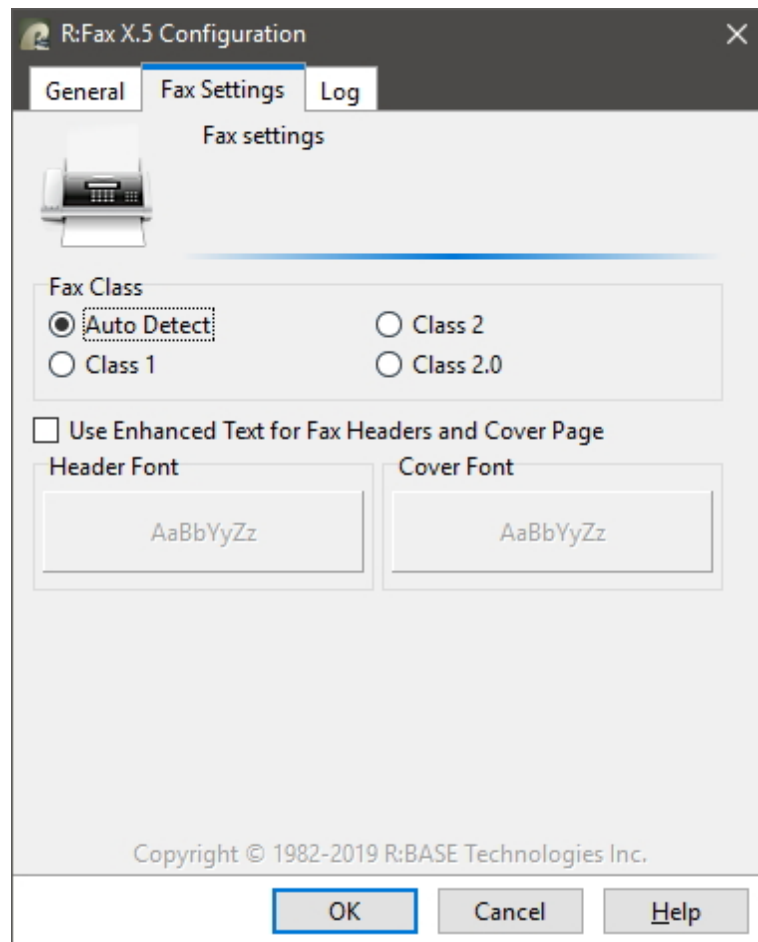
Dial Attempts - controls the number of dialing attempts to a fax machine

Retry Wait - controls the number, in seconds, that a dial attempt will wait before dialing again

Available Devices - displays the available modem devices

4.1.2 Fax Settings

The R:Fax Settings allow to to customize the parameters of reports you wish to send.

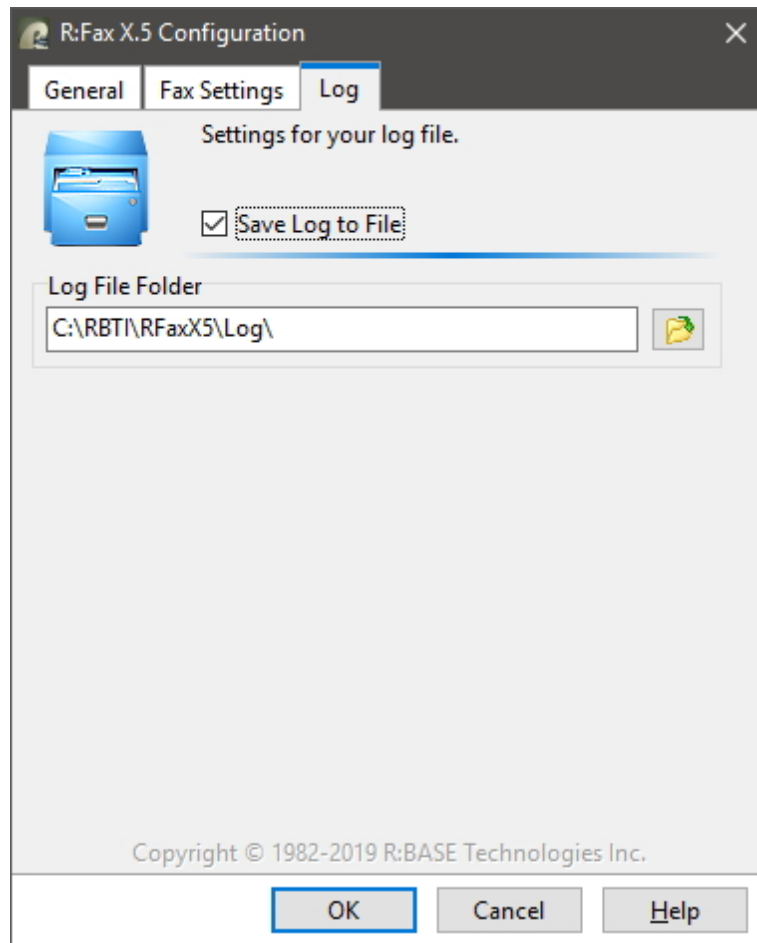


[Fax Class](#) - specifies the fax class to which you are dialing

[Use Enhanced Text for Fax Header and Cover Page](#) - allows the use of different fonts for the fax header and the cover page (text file). For more information on using a text file as the cover page, refer to the Command Syntax.

4.1.3 Log

R:Fax allows you to save all R:Fax transmissions to a log. A separate log file is created for every R:BASE session that launches R:Fax.



To enable message logging, select the check box at "Save Log to File". You can then specify a folder location for the log files to reside.

To specify the location, select the "Browse for Folder" button. A "Browse for Folder" dialog box will appear for you to browse your computer for a specific location to save the log files. An option is available to create a new folder for the log file location. The log file location will be saved in the R:Fax Configuration Panel.

After you have made your adjustments, simply click the "OK" button to apply the changes, or "Cancel" to discard the changes.

4.1.4 Configuration File

After creating or altering your R:Fax settings, the information will be stored, and encrypted, within the R:Fax configuration file, RFaxX5.CFG. The default file location for the configuration file is where ever the R:Fax Configuration executable is located when launched (default: C:\RBTI\RFaxX5).

The R:Fax configuration file must be placed into your R:BASE program directory (i.e. C:\RBTI\RBGX5) after any changes are made. This will allow you to refer to the fax modem settings from the R:Fax command parameters.

If any changes are made to your R:Fax settings, the new configuration file must be moved once again into the R:BASE program directory. Otherwise, R:Fax X.5 will not recognize the changes.

4.2 Command Syntax

Syntax:

```
PLUGIN RFax vResult|<parameter>|<value>|<value>
```

Parameters:

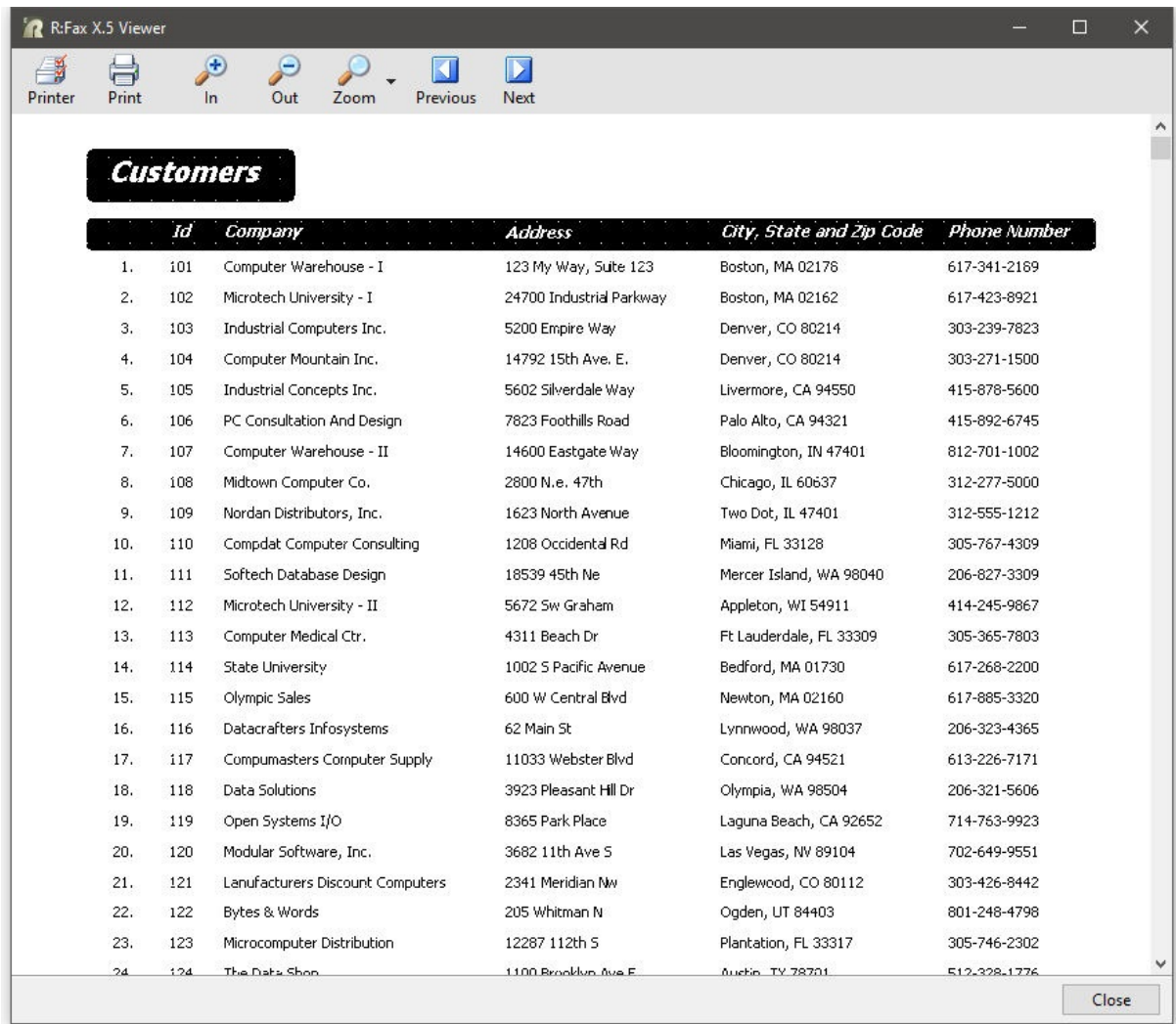
Parameter	Value	Description	Possible Return Values
ADD_COVER_PAGE_TXT	value	Adds a text file to the fax file as a cover page. If the fax file does not exist, it will be created.	NO_ERRORS INTERNAL_ERROR DOC_FILE_DOES_NOT_EXIST WRONG_PARAMETER_COUNT
ADD_COVER_PAGE_BMP	value	Adds a bitmap file to the fax file as a cover page. If the fax file does not exist, it will be created.	
ADD_PAGE_TXT	value	Adds a text file to the fax file as a fax page. If the fax file does not exist, it will be created.	
ADD_PAGE_BMP	value	Adds a bitmap file to the fax file as a fax page. If the fax file does not exist, it will be created.	
ADD_COVER_PAGE_TIFF	value	Adds tagged image format file to the fax file as a cover page. If the fax file does not exist, it will be created.	NO_ERRORS INTERNAL_ERROR FILE_DOES_NOT_EXIST WRONG_PARAMETER_COUNT
ADD_PAGE_TIFF	value	Adds a tagged image format file to the fax file as a fax page. If the fax file does not exist, it will be created. All pages for multi-page tagged image format files will be added accordingly.	
VIEW_FAX	value	Displays the prepared fax file in the R:Fax Viewer, if it exists.	OK FAILED FAX_FILE_DOES_NOT_EXIST WRONG_PARAMETER_COUNT
SEND_FAX	value	Sends the fax file to a specified phone number (must be in ten-digit format with no spaces or other characters: #####).	
DISABLE_CANCEL_BTN		Disables the "Cancel" button on the status display when sending a fax.	These are additional parameters to be used on the same line as SEND_FAX.
DEVICE_NAME	value	Specifies the modem device.	

Notes

- The returned variable name and parameter must be separated by a "|" pipe character.
- If bitmap or tiff files are added to the fax file, the colors must be black and white only

4.3 Fax Viewer

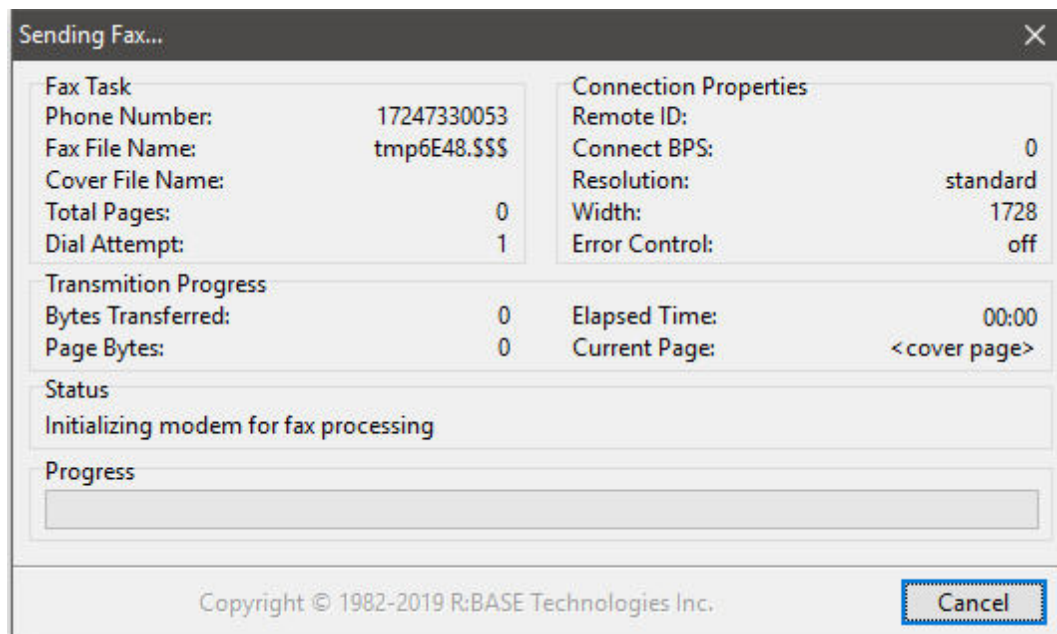
The R:Fax Viewer allows for a fax file to be previewed before it is sent. To display the R:Fax Viewer, use the VIEW_FAX parameter.



Customers					
<i>Id</i>	<i>Company</i>	<i>Address</i>	<i>City, State and Zip Code</i>	<i>Phone Number</i>	
1.	101	Computer Warehouse - I	123 My Way, Suite 123	Boston, MA 02176	617-341-2189
2.	102	Microtech University - I	24700 Industrial Parkway	Boston, MA 02162	617-423-8921
3.	103	Industrial Computers Inc.	5200 Empire Way	Denver, CO 80214	303-239-7823
4.	104	Computer Mountain Inc.	14792 15th Ave. E.	Denver, CO 80214	303-271-1500
5.	105	Industrial Concepts Inc.	5602 Silverdale Way	Livermore, CA 94550	415-878-5600
6.	106	PC Consultation And Design	7823 Foothills Road	Palo Alto, CA 94321	415-892-6745
7.	107	Computer Warehouse - II	14600 Eastgate Way	Bloomington, IN 47401	812-701-1002
8.	108	Midtown Computer Co.	2800 N.e. 47th	Chicago, IL 60637	312-277-5000
9.	109	Nordan Distributors, Inc.	1623 North Avenue	Two Dot, IL 47401	312-555-1212
10.	110	Compdat Computer Consulting	1208 Occidental Rd	Miami, FL 33128	305-767-4309
11.	111	Softech Database Design	18539 45th Ne	Mercer Island, WA 98040	206-827-3309
12.	112	Microtech University - II	5672 Sw Graham	Appleton, WI 54911	414-245-9867
13.	113	Computer Medical Ctr.	4311 Beach Dr	Ft Lauderdale, FL 33309	305-365-7803
14.	114	State University	1002 S Pacific Avenue	Bedford, MA 01730	617-268-2200
15.	115	Olympic Sales	600 W Central Blvd	Newton, MA 02160	617-885-3320
16.	116	Datacrafters Infosystems	62 Main St	Lynnwood, WA 98037	206-323-4365
17.	117	Compumasters Computer Supply	11033 Webster Blvd	Concord, CA 94521	613-226-7171
18.	118	Data Solutions	3923 Pleasant Hill Dr	Olympia, WA 98504	206-321-5606
19.	119	Open Systems I/O	8365 Park Place	Laguna Beach, CA 92652	714-763-9923
20.	120	Modular Software, Inc.	3682 11th Ave S	Las Vegas, NV 89104	702-649-9551
21.	121	Lanufacturers Discount Computers	2341 Meridian Nw	Englewood, CO 80112	303-426-8442
22.	122	Bytes & Words	205 Whitman N	Ogden, UT 84403	801-248-4798
23.	123	Microcomputer Distribution	12287 112th S	Plantation, FL 33317	305-746-2302
24.	124	The Data Shop	1100 Brooklyn Ave E	Austin, TX 78701	512-328-1776

4.4 Progress Display

While R:Fax is initializing the modem, dialing to the fax machine, preparing the report, and sending the report, a progress display will appear.



4.5 Example

```
-- SendFax.RMD
-- Sample command file to demonstrate R:Fax

IF (CVAL('DATABASE')) <> 'CONCOMP' OR (CVAL('DATABASE')) IS NULL THEN
  CONNECT CONCOMP IDENTIFIED BY NONE
ENDIF

SET ERROR MESSAGE 2077 OFF
DELETE CustomerFax.tiff
DELETE CustomerFax.rff
SET ERROR MESSAGE 2077 ON

SET VAR vAnswer TEXT = NULL
SET VAR vEndKey TEXT = NULL
SET VAR vCaption TEXT = 'R:Fax Message'
SET VAR vFaxNum TEXT = NULL
SET VAR vParameters TEXT = NULL
SET VAR vQuote TEXT = (CVAL('QUOTES'))
SET VAR vRFaxValue TEXT = NULL
SET VAR vFileName TEXT = 'CustomerFax.rff'
SET VAR vSendCmd TEXT = 'SEND_FAX'
SET VAR vCancelBtn TEXT = 'DISABLE_CANCEL_BTN'
SET VAR vPipe TEXT = '|'

CLS

PRINT CustomerList OPTION TIFF|FILENAME CustomerFax.tiff|PIXELFORMAT 1|MUTIPAGE ON

PLUGIN RFax vRFaxValue|ADD_PAGE_TIFF|CustomerFax.tiff|CustomerFax.rff

IF vRFaxValue <> 'NO_ERRORS' THEN
```

```

    PAUSE 2 USING 'Your Fax files was not created!' CAPTION 'R:Fax' ICON SERIOUS
    GOTO Done
ENDIF

SET VAR vRFaxValue = NULL

DIALOG 'Do you want to see the generated fax file?' vAnswer vEndKey YES +
    CAPTION .vCaption ICON QUESTION

IF vAnswer = 'Yes' THEN
    PLUGIN RFAX vRFaxValue|VIEW_FAX|CustomerFax.rff
ENDIF

DIALOG 'Do you want to send the generated fax?' vAnswer vEndKey YES +
    CAPTION .vCaption ICON QUESTION

IF vAnswer = 'Yes' THEN
DIALOG 'Please enter the fax number to send:' vFaxNum vEndKey 1 +
    CAPTION 'Omit spaces and other characters; numbers only!' ICON HELP

    IF vEndKey = '[Enter]' THEN
        IF vFaxNum IS NOT NULL THEN
            SET VAR vRFaxValue = NULL
            SET VAR vParameters = +
                (.vQuote+vRFaxValue'+.vPipe+.vSendCmd+.vPipe+.vFaxNum+.vPipe+.vFileName+.vPipe+
                .vCancelBtn+.vQuote)
            PLUGIN RFax &vParameters
            IF vRFaxValue = 'OK' THEN
                PAUSE 2 USING 'Your Fax was sent OK!' CAPTION 'R:Fax' ICON INFO BUTTON 'OK'
            ELSE
                PAUSE 2 USING 'Your Fax has Failed!' CAPTION 'R:Fax' ICON SERIOUS BUTTON 'OK'
            ENDIF
        ENDIF
    ENDIF
ENDIF
ENDIF

DELETE CustomerFax.tiff
DELETE CustomerFax.rff

LABEL Done
CLEAR VAR vAnswer,vEndKey,vCaption,vFaxNum,vParameters,vQuote,+
vRFaxValue,vFileName,vSendCmd,vCancelBtn,vPipe
SET MESSAGES ON
SET ERROR MESSAGES ON
RETURN

```

Part



5 FAQ

Frequently Asked Questions

Q. Does R:Fax create the report for me?

A. No. R:Fax sends your report which must be created in R:BASE.

Q. Can I view the fax before I send it?

A. Yes. Using the **VIEW_FAX** parameter in the R:Fax Plugin, the R:Fax Viewer will display the report.

Q. Can I receive a fax?

A. No. R:Fax is only for sending fax reports.

Q. Must every computer licensed for R:Fax need a modem?

A. No. With a shared modem set up on the network server, any licensed R:Fax workstation can send a report.

Q. Can I prevent the end user from canceling the fax transmission from the status display?

A. Yes. Using the additional parameter **DISABLE_CANCEL_BTN**, the Cancel button can be disabled.

Q. What happens if the fax machine I'm dialing to is returning a busy signal?

A. Using the R:Fax settings, you can specify the number of times to retry a dialing attempt and the number, in seconds, to wait for the next dialing attempt to be made.

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6 Technical Support

Please read over the help documentation at least once before seeking support. We have worked very hard to make the help documentation clear and useful, but concise. It is suggested that you reread these instructions once you have become accustomed to using the software, as new uses will become apparent.

If you have further questions, and cannot find the answers in the documentation, you can obtain information from the below sources:

- Email our Technical Support Staff at: support@rbase.com
- Access the R:BASE Technologies Support home page online at <https://www.rbase.com/support>

You may be required to purchase a technical support plan. Several support plans are available to suit the needs of all users. Available Technical Support Plans

Please be prepared to provide the following:

- The product registration number, which is located on the invoice/order slip for the purchased product
- The type of operating system and hardware in use
- Details regarding your operating environment; such as available memory, disk space, your version of R:BASE, local area network, special drivers, related database structures, application files, and other files that are used or accessed by your application

All provide information will be used to better assist you.

R:BASE Technologies has a number of different services available for R:BASE products. As a registered user, you will receive information about new features for R:BASE and other R:BASE Technologies products. Please remember to register your software. <https://www.rbase.com/register/>

Part



7 Useful Resources

- . R:BASE Home Page: <https://www.rbase.com>
- . Up-to-Date R:BASE Updates: <https://www.rbaseupdates.com>
- . Current Product Details and Documentation: <https://www.rbase.com/rbgx5>
- . Support Home Page: <https://www.rbase.com/support>
- . Product Registration: <https://www.rbase.com/register>
- . Official R:BASE Facebook Page: <https://www.facebook.com/rbase>
- . Sample Applications: <https://www.razzak.com/sampleapplications>
- . Technical Documents (From the Edge): <https://www.razzak.com/fte>
- . Education and Training: <https://www.rbase.com/training>
- . Product News: <https://www.rbase.com/news>
- . Upcoming Events: <https://www.rbase.com/events>
- . R:BASE Online Help Manual: <https://www.rbase.com/support/rsyntax>
- . Form Properties Documentation: <https://www.rbase.com/support/FormProperties.pdf>
- . R:BASE Beginners Tutorial: <https://www.rbase.com/support/rtutorial>
- . R:BASE Solutions (Vertical Market Applications): <https://www.rbase.com/products/rbasesolutions>

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8 Feedback

Suggestions and Enhancement Requests:

From time to time, everyone comes up with an idea for something they'd like a software product to do differently.

If you come across an idea that you think might make a nice enhancement, your input is always welcome.

Please submit your suggestion and/or enhancement request to the R:BASE Developers' Corner Crew (R:DCC) and describe what you think might make an ideal enhancement. In R:BASE, the R:DCC Client is fully integrated to communicate with the R:BASE development team. From the main menu bar, choose "Help" > "R:DCC Client". If you do not have a login profile, select "New User" to create one.

If you have a sample you wish to provide, have the files prepared within a zip archive prior to initiating the request. You will be prompted to upload any attachments during the submission process.

Unless additional information is needed, you will not receive a direct response. You can periodically check the status of your submitted enhancement request.

If you are experiencing any difficulties with the R:DCC Client, please send an e-mail to rdcc@rbase.com.

Reporting Bugs:

If you experience something you think might be a bug, please report it to the R:BASE Developers' Corner Crew. In R:BASE, the R:DCC Client is fully integrated to communicate with the R:BASE development team. From the main menu bar, choose "Help" > "R:DCC Client". If you do not have a login profile, select "New User" to create one.

You will need to describe:

- What you did, what happened, and what you expected to happen
- The product version and build
- Any error message displayed
- The operating system in use
- Anything else you think might be relevant

If you have a sample you wish to provide, have the files prepared within a zip archive prior to initiating the bug report. You will be prompted to upload any attachments during the submission process.

Unless additional information is needed, you will not receive a direct response. You can periodically check the status of your submitted bug.

If you are experiencing any difficulties with the R:DCC Client, please send an e-mail to rdcc@rbase.com.

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