

# NOKIA 9300i



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# Nokia 9300i

## Fax support

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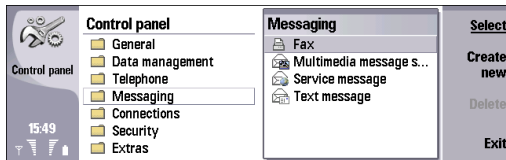
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# Fax support

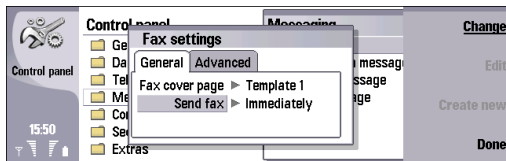
The purpose of this document is to help you avoid problems when using the Fax application with your Nokia 9300i. It walks you through defining the right settings for the Fax application and discusses some common problems that may occur.

## Defining Fax settings

To access the Fax application settings:



- 1 Select **Tools** → **Control panel** → **Messaging** → **Fax**.



- 2 On the **General** page you can define the following:
  - **Fax cover page** — Choose whether to use a cover page or a header for your fax messages.



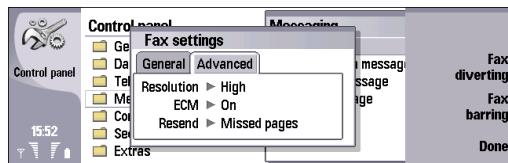
**Note:** You can also create your own fax cover page template by pressing **Create new**. The device asks you to name the template, after which you can edit it. You can insert your company's logo and other information in the template, for example. The fields that are part of the template are filled with the header information you enter when writing a fax message before the message is sent to the recipient.

Select **Template 1** to create a separate cover page. Select **Full template** to use a cover page that includes all the contact information of both the sender and the recipient, your remarks on the fax content, and the date.

Select **Header** to display the sender and the recipient information and the date.

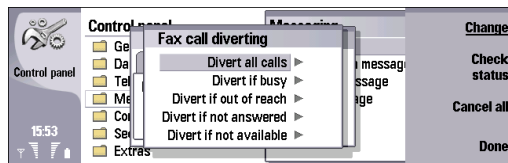
Select **None** to use no cover page.

- **Send fax** — Choose whether new fax messages are sent immediately or collected in Outbox to be sent later. If you select **Upon request**, you must select the message from Outbox and send the fax from there.



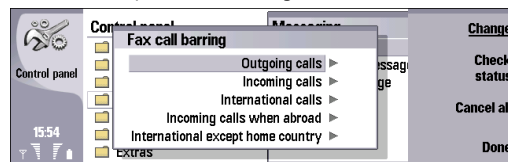
3 Press **Menu** to access the **Advanced** page, where you can define the following:

- **Resolution** — Choose which resolution is used in both sent and received fax messages (**Standard** or **High**). If the standard resolution does not produce results of sufficient quality, you can use the high resolution.
- **ECM** — Choose whether erroneous fax pages are automatically corrected during sending. The receiving device must also support ECM (Error Correction Mode) for the automatic correction to work.
- **Resend** — Choose whether only missed pages or all pages are resent if any pages of your message fail to be sent.



4 While on the **Advanced** page, press **Fax diverting** if you want to define the fax call diverting settings **Divert all**

**calls**, **Divert if busy**, **Divert if out of reach**, **Divert if not answered** and **Divert if not available**. You can define each setting separately to be either **On** or **Off**. If you turn a fax call diverting setting on, the device asks you whether to divert the fax calls to your **Voice mailbox** or a **User defined number**. If you have not defined a voice mailbox number, the device asks you to enter the number and DTMF of the voice mailbox. **Divert if not answered** and **Divert if not available** also ask you to select a time delay for the diverting.



5 While on the **Advanced** page, press **Fax barring** if you want to define the fax call barring settings **Outgoing calls**, **Incoming calls**, **International calls**, **Incoming calls when abroad** and **International except home country**. You can define each setting separately to be either **On** or **Off**. If you turn a fax call barring setting on, the device asks you to enter a barring password.

## Troubleshooting

Some common problems that may occur when using the Fax application are discussed in this section.

- **Fax cover page causes problems:** if you have created the fax cover page template on a compatible computer and transferred it to your Nokia 9300i, you should open the cover page in the device's Documents application and save it in the Symbian format before using it in the Fax application. If the cover page cannot be opened with the Documents application, it will not work in the Fax application either.
- **I cannot use the device as a fax modem:** Nokia 9300i can be used as a normal modem together with a compatible computer, but it cannot be used as a fax modem.