

User's Guide for the Remote Diagnostic System II

(Windows Version)

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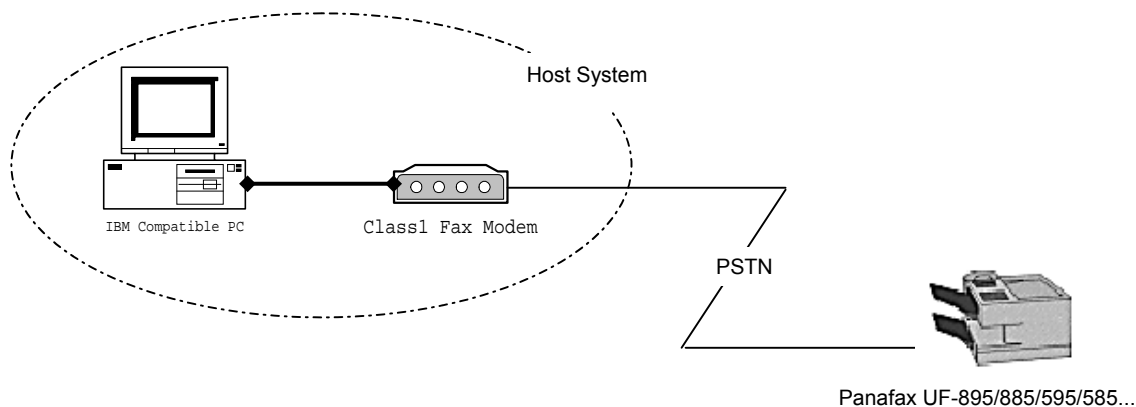
1. General

The Panafax Remote Diagnostic System II Windows Version (RDS-II) allows a Panafax fax machine to be remotely diagnosed by a PC using a Class 1 Fax Modem and telephone line. The machine downtime and maintenance cost can be greatly reduced.

The Panafax Remote Diagnostic System will not work if the Diagnostic Password that is set up in the Fax machine and the Password set up in the PC doesn't match. The Diagnostic Password is a four-digit number and one is assigned for each dealer in advance.

The Diagnostic Password of the Fax machine is set up, by the Fax Parameter #52 DIAG. PASSWORD. The Diagnostic Password for the PC is set up, by inputting the Activation Key that is required at the first installation of the RDS-II software.

As for the Activation Key that the Diagnostic Password is programmed in, obtain it by providing the Registration Number indicated at the first installation to your Sales Company.



1.1. Supporting OS

This application software is designed to operate in the following OS.

- Windows 95
- Windows 98
- Windows NT4.0

1.2. Supporting Class 1 Data/Fax Modems

The following modems were tested and confirmed they did operate properly.

- 3COM U.S.Robotics V.90/56K External Modem (Model No.5686)
- Hayes 56K V.90 External Fax Modem
- Diamond Supra Express 56K/V.90 External Fax Modem
- Motorola Premier 33.6K/V.34 External Fax Modem
- 3Com U.S.Robotics V.90/56K PC Card Modem (Model XJ5560)
- Hayes ACCURA V.90/56K PC Card Modem
- Panasonic Intelligent Fax & Data Modem TO-BXF56K

The following modems were tested and found that sometimes they did NOT operate properly.

- 3COM U.S.Robotics V.90/56K Internal Modem (Model No.5687)
- Hayes 56K V.90 Internal Fax Modem

1.3. Supporting Panafax Models

The construction of the software is divided into the **Main Program** that does communication and editing of the data, and the **Model Modules** that the independent parameters of each model is programmed in. After the Main Program is installed, each Model Module is installed. The Model Modules that are installed can be confirmed in the menu of **Help | Supported Models**.

2. Installation

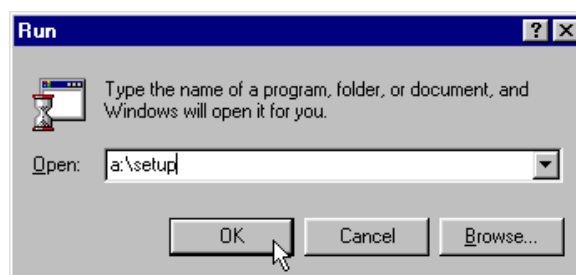
2.1. Installing the Class 1 Data/Fax Modem

1. Install the Class 1 Data/Fax modem on your PC.
2. Make sure the modem is installed properly by the Properties window of Start/Settings/Control Panel/Modems .

Note: The modem driver is included by RDC, so the driver installation of the modem is not necessary. However, if the modem driver is not installed, and Plug and Play works, the message of "New Hardware found" will be displayed every time the PC is started.

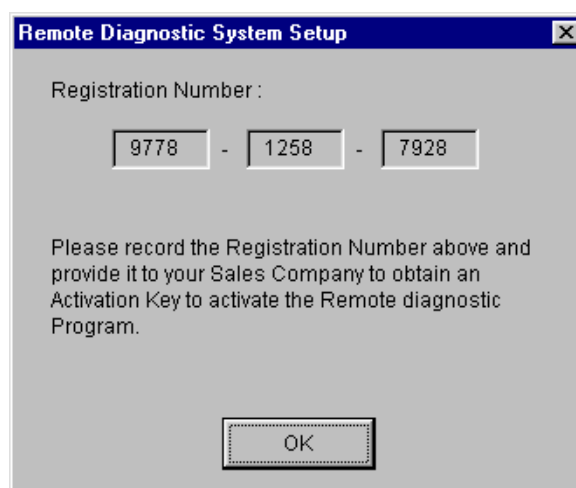
2.2. Installing the Remote Diagnostic System

1. Start Microsoft Windows 95/98/NT4.0.
2. Insert the **Main Program** installation disk in the floppy disk drive.
3. Click the Start button, and then click Run. Type **a:\setup** and click [OK] button or run the setup.exe file that you have downloaded.



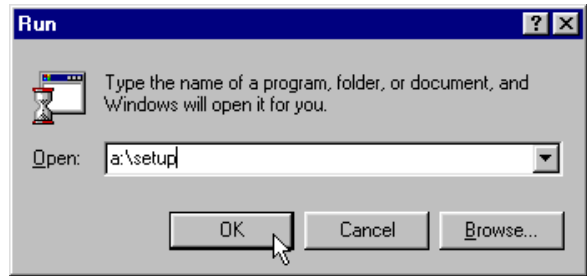
4. Follow the instruction on your screen to install the program.
5. The Registration Number is displayed after completion of the installation. Record the Registration number and provide it to your Sales Company to obtain an Activation key. This code is required later at the step 2, 2 to activate the Remote diagnostic Program.

Click [OK] button.



6. Insert the **Model Module** installation disk in the floppy disk drive.

7. Click the Start button, and then click Run.
Type **a:\setup** and click [OK] button or run the setup.exe file that you have downloaded.
8. Follow the instruction on your screen to install the program.
9. The installation is completed.



Note: Remote Diagnostics cannot be used without entering the Activation Key.

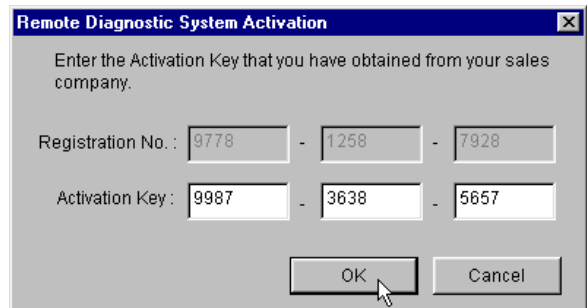


2.3. Activating the Remote Diagnostic System

1. Double click the Remote Diagnostic icon on the desktop or click the Start button, and then click Program, select Panasonic Remote Diagnostic System folder and then click Panasonic Remote Diagnostic System II.

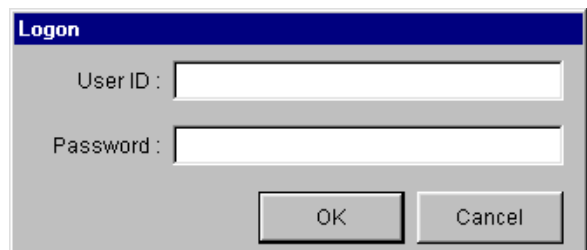


2. System Activation dialog box appears.
Enter the Activation key that you received from your Sales Company into the Activation Key box.
Click [OK] button.



3. Logon dialog box appears.

Now your Remote Diagnostic System is activated.



2.4. Start and Logon to the Remote Diagnostic System

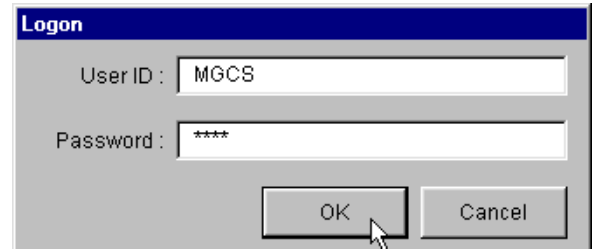
1. Double click the Remote Diagnostic icon on the desktop or click the Start button, and then click Programs, select the Panasonic Folder, then Panasonic Remote Diagnostic System II.



2. Logon dialog box appears.
Enter the User ID and Password.

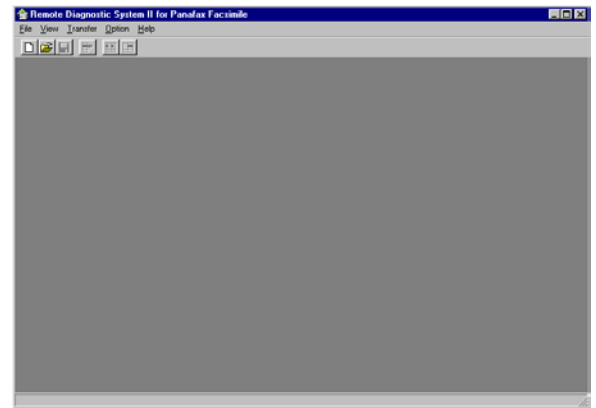
The default User ID and Password are **MGCS** and **MGCS** (Capital).

Note: You can register a new user and password by the menu of **Option|User**.



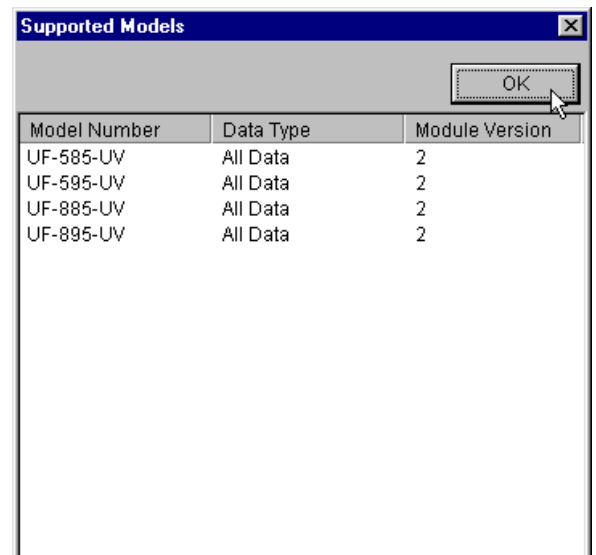
Click [OK] button.

3. The main window appears.
Now your Remote Diagnostic System is activated.



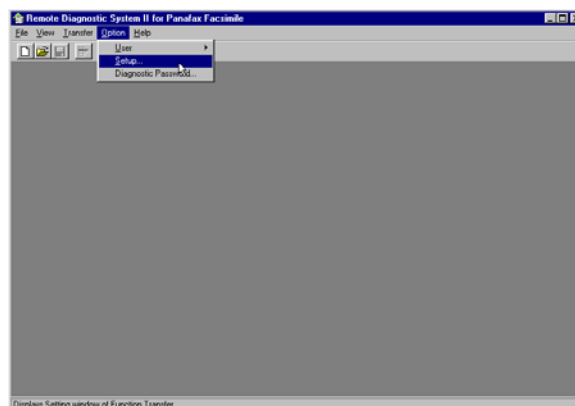
4. The Model Modules that are installed can be confirmed in the menu of **Help | Supported Models**.

Note: A received files contents cannot be viewed unless the appropriate Model module is installed.



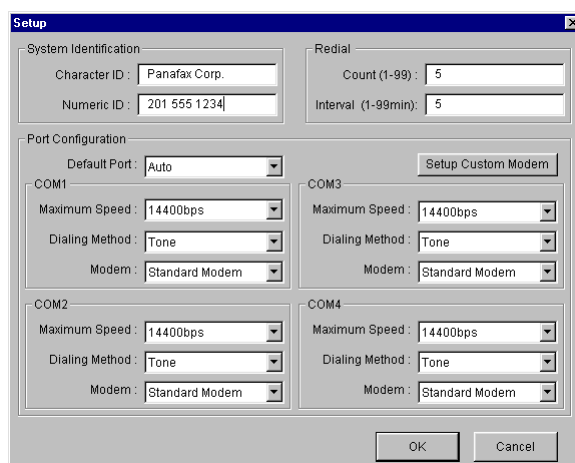
2.5. Setup the Modem

1. Select Option and Setup from the main menu.



2. Setup dialog box appears.
Enter the Character ID and Numeric ID into the box.
Change the Redial Count and Redial Interval if necessary.
Change the following settings of the port which the modem is connected.
It usually works with the default settings.
Please set up only the Dialing Method, Tone or Pulse.

Default Port: Selects Auto/COM1-COM4. The modem found first in the order from COM1 to COM4 when it is set up in "Auto" mode. Specify a port when more than one modem is connected and you wish to specify a modem.



Custom Modem: The initialization setting of the modem can be described. Four custom modems can be set up.

e.g. If you wish to enable the modem monitor always, describe M3 into the Initialization Settings box and then, the modem is chosen from the modem box of the port which a modem is connected.

(M0=No monitor, M1=Dialing only, M2=Always)

Note: The AT command varies by the type of the modem. Refer to the Reference of AT Commands as below. For more detail information, please refer to the user's guide of the modem.

Maximum Speed: Selects a maximum modem speed, 14000/12000/9600/7200/4800/2400 bps.

Dialing Method: Selects dialing method, Tone/Pulse.

Modem: Selects a Modem Setting Type.

- Standard Modem: Most modems work by this setting.

- US Robotics/3Com, Diamond, Motorola, Hayes: A custom setup of the modem manufacturer. Try it if the modem doesn't work properly by using the Standard Modem settings.

- Custom1 – Custom Modem 4: If you want to use a modem with special settings, the settings of the modem are set within the Custom Modem Setup screen.

Click [OK] button to finish the setup.

2.6. Uninstalling the Remote Diagnostic System

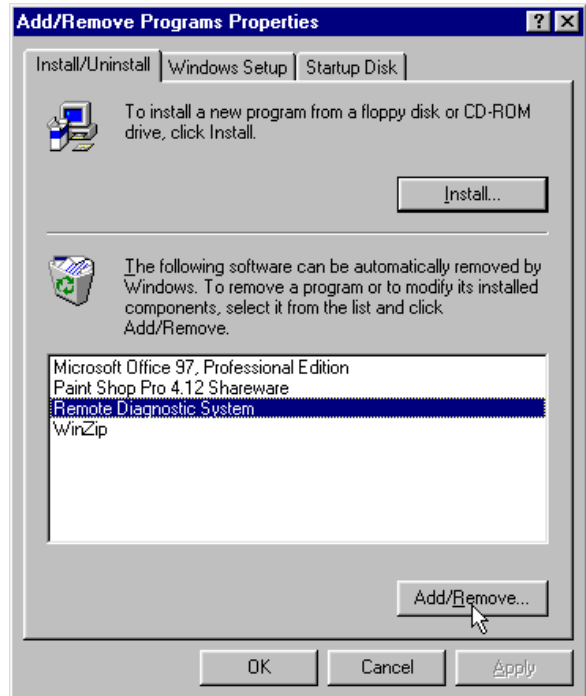
Uninstalling of the RDS is carried out from the [Control Panel] [Add/Remove Programs]. Please do not delete the installed folder by Explorer directly, because it may cause of a problem by leaving the registry settings.

1. Click the Start button, and then click Settings, select Control Panel.

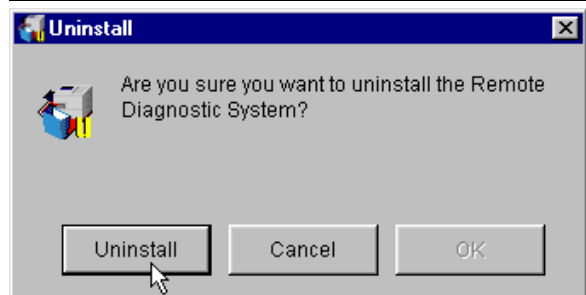
Double click the "Add/Remove Programs" icon.



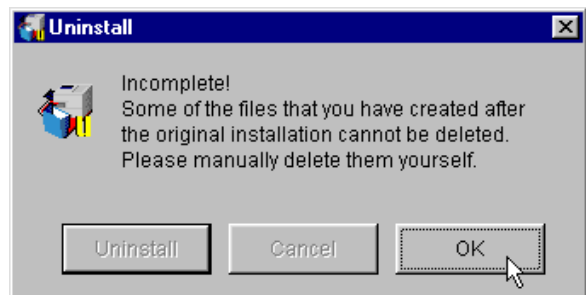
2. The "Add/Remove Programs Properties" window appears. At the "Install/Uninstall" tab select the "Remote Diagnostic System" in the list box and click [Add/Remove...] button.



3. The confirmation message appears. Confirm the message and click [Uninstall].



4. Un-installation will be Incomplete when there is a file made after the installation. (e.g. retrieved machine files *.mfr files) Please manually delete these files yourself. The registry settings are removed automatically.



3. Basic Operating

3.1. The outline of the operation of Remote Diagnostics

The RDS is used with the following process.

1) Create a user file.

Create a user file first before using RDS.

The following information can be recorded in the file.

- Customer Name (Option*1)
- Fax Number (Mandatory)
- Model Number (Option*2)
- Data Type (Option*2)
- Customer ID (Option*1)

A file name is given and saved.

- The file extension of .mfr is attached for All Data and Parameter/Tel Data, .jnl is attached for Journal Data to the file automatically.

Note:

*1: It is convenient as a key word to look for a file when a **Customer Name** and/or **Customer ID** are/is inputted.

*2: The **Model Number** and **Data Type** are used for the models that receives a Parameter/Tel Data and a Journal Data with separate communications.

2) Receive the user data from the remote fax machine.

- The received user data is overwrote on the file made first.

3) See and edit the received data.

- Edit parameters or telephone numbers.

4) Transmit the edited data

- Edited data is sent back.

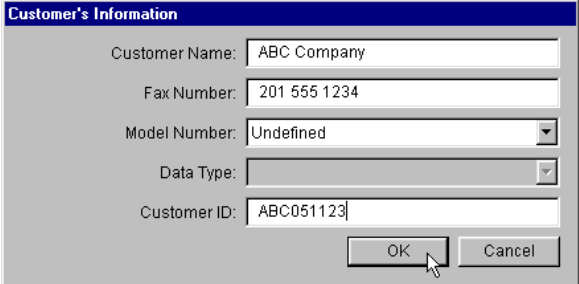
3.2. Receive user data from the Remote Fax

1. Start Panafax Remote Diagnostic System.

2. Click File and New.

Customer's Information dialog box appears.

If you already created the file, Click File | Open and open the file, and then skip to the step 5.



Customer's Information	
Customer Name:	ABC Company
Fax Number:	201 555 1234
Model Number:	Undefined
Data Type:	
Customer ID:	ABC051123
OK Cancel	

Customer's Name:

Enter the Customer Name for your reference.

This information can be used as a key word in case of a file search.

Customer's Fax Number:

Enter the customer's Fax Telephone Number.

This number appears in the dialing box and can be changed later.

Model Number:

It doesn't need to be specified. RDS judges the remote model number automatically even if it isn't usually specified.

The Model Number and Data Type are specified only when the Journal Data is received from the models that receive the Parameter/Tel Data and the Journal Data with separate communications.

Refer to the "How to specify a Model Number and a Data Type" where is the end of this section.

Data Type:

When the Model Number is specified, only **All Data** is indicated as for the models that receive Parameter/Tel Data and Journal Data together. It is indicated with **Parameter/Tel Data** and **Journal Data**, and can be chosen Journal Data by the models that receive Parameter/Tel Data and Journal Data separately.

Refer to the "How to specify a Model Number and a Data Type" at the end of this section.

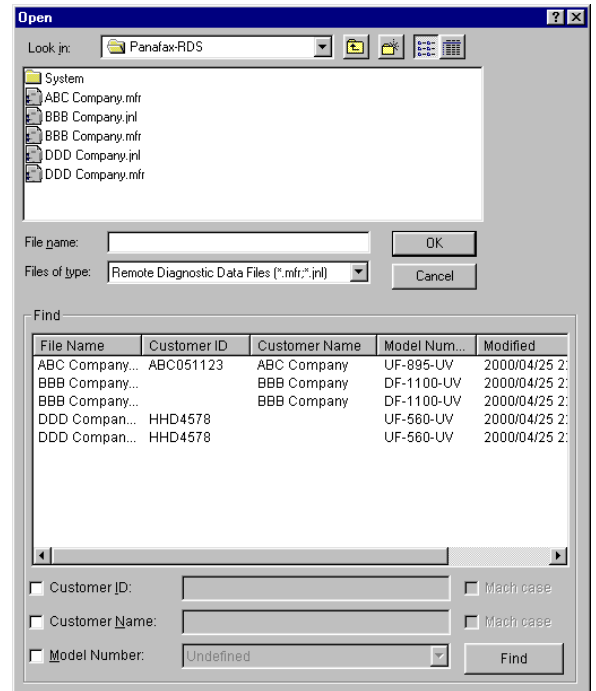
Customer ID:

Enter the Customer ID for your reference. This information can be used as a key word in case of a file search.

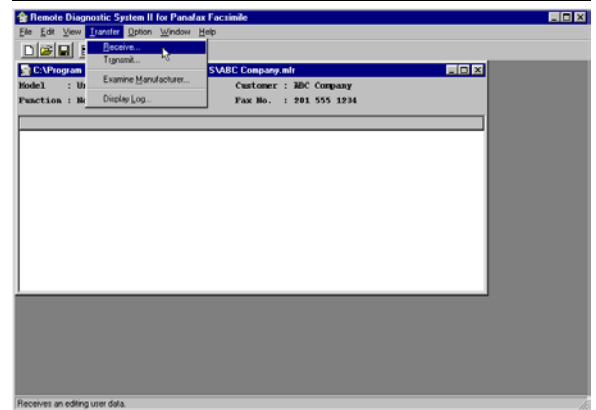
Click [OK] button.

- Open dialog box appears.
Enter a file name and click [OK] button.

Note: The file extension of .mfr is attached for All Data and Parameter/Tel Data, .jnl is attached for Journal Data to the file automatically.

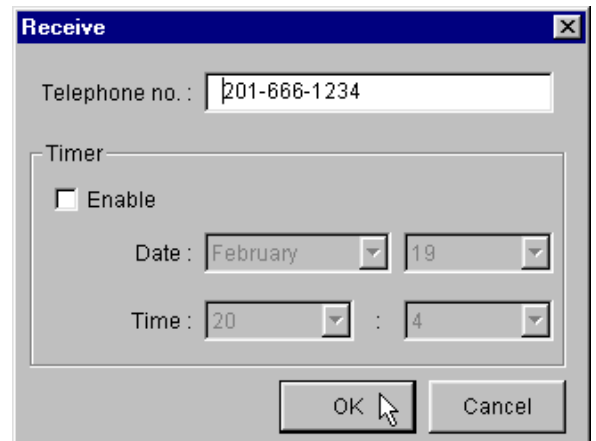


- Click Transfer and Receive.



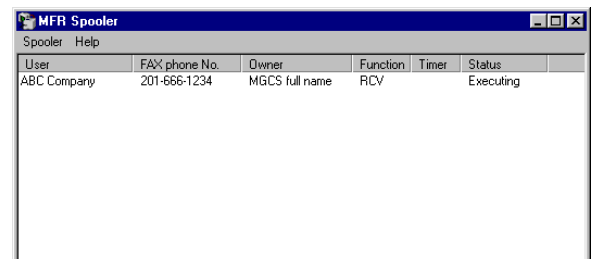
- Receive dialog box appears.

Confirm the Telephone number and click [OK] button.

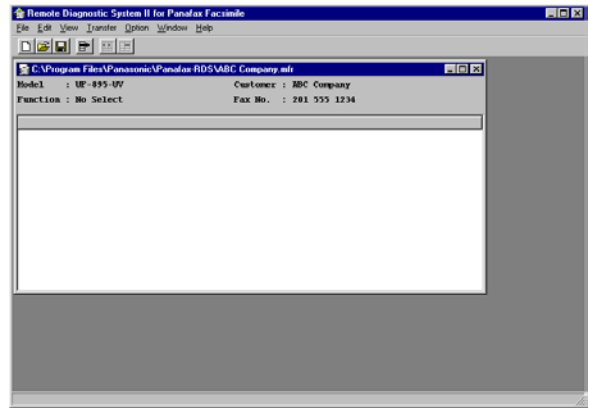


- The job is put into the MFR spooler and starts receiving the data from the remote fax machine.

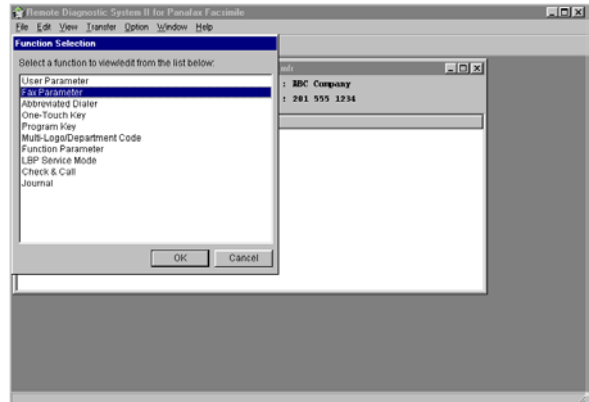
Note: The job status can be confirmed by clicking on the MFR SPOOL in the Taskbar.



7. The file opens when the reception is finished.



8. Click View and Select Function to select the item that you want to see or edit.




How to specify a Model Number and a Data Type

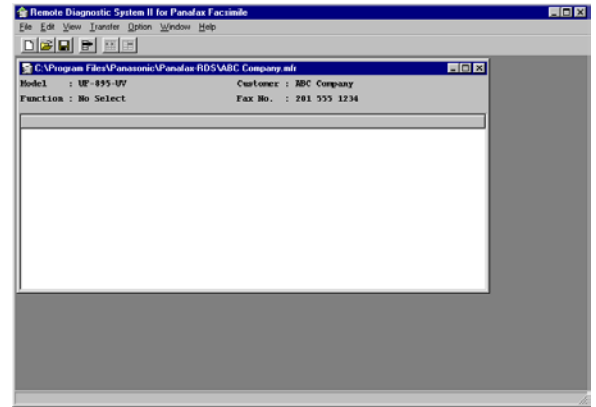
Model Number	Data Type	Remote Fax model ¹	Result	File extension
Undefined	n/a	All Data type machines e.g. UF-585/595/885/895 etc...	Receives All Parameter/Tel/Journal Data	.mfr
		Separate Data type machines e.g. UF-550/560/770/880 etc...	Receives Parameter/Tel Data	
Defined e.g. UF-895	All Data	UF-895 ^{*2}	Receives All Parameter/Tel/Journal Data	
Defined e.g. UF-880 1	Parameter/Tel Data	UF-880 ^{*2}	Receives Parameter/Tel Data	
	Journal Data	UF-880 ^{*2}	Receives Journal Data	.jnl

1


3.3. Edit the received user data

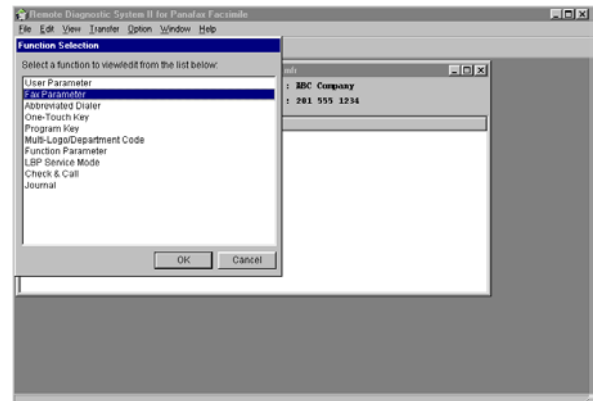
1. The file opens when the reception is finished or open a saved file by select, or

File | Open from the menu or click  and select the file then click [OK].



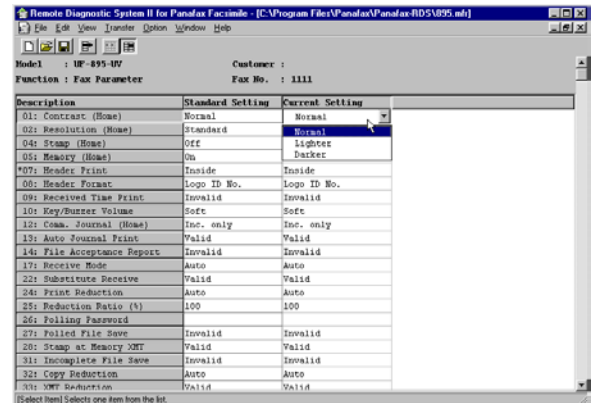
2. Select **View | Select Block** from the menu or

click  to select the item that you want to see or edit and click [OK]..
e.g. Select "Fax Parameter".



3. The Fax Parameter block is opened.
Select the item that you want to edit and change the setting.

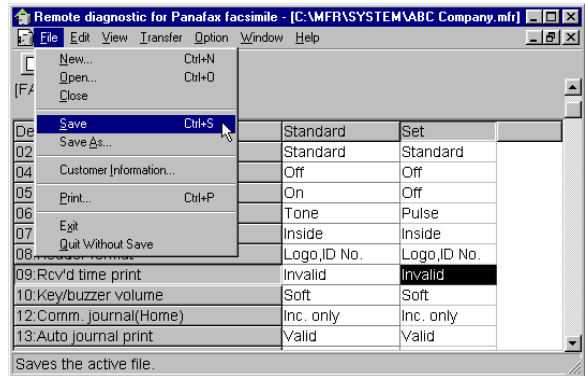
The items that are grayed-out cannot be edited.



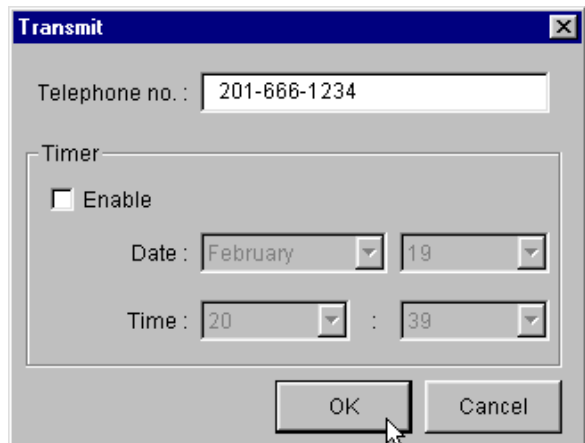
4. Select **File | Save** to save or **File | Save As** to save the edited data.

3.4. Transmit the edited user data to the Remote Fax

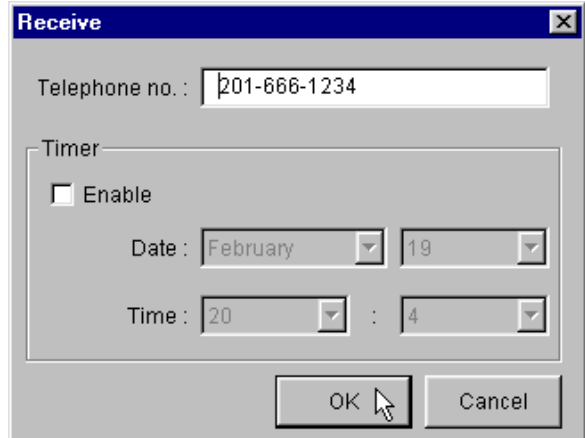
1. After completion of editing the parameters, click File and Save to save the changes.



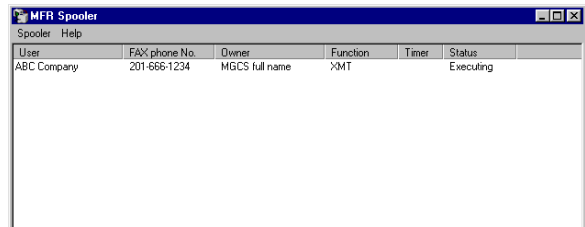
2. Click Transfer and Transmit.



3. Receive dialog box appears.
Confirm the Telephone number and click [OK] button.



4. The job is put into the MFR spooler and starts transmitting the data to the remote fax machine.



5. The MFR spooler is closed when the transmission is finished.

4. Menu and Toolbar

4.1. Tool Bar



Each button corresponds to a command within the Toolbar.



Create a new Remote Diagnostic file (*.mfr).



Open an existing Remote Diagnostic file (*.mfr).



Open the active Remote Diagnostic file (*.mfr).



Select an editing item.



Switches to List mode. This command is available when editing the Abbreviated Dialer, One-Touch Key and Program Key or viewing Journal information.



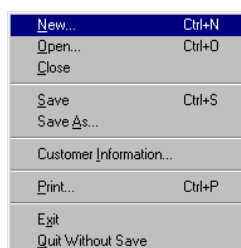
Switches to Detail mode. This command is available at the editing of Abbreviated Dialer, One-Touch Key and Program Key or viewing Journal information.

4.2. Menu

Numbers menus and options are located above the Toolbar.

File Edit View Transfer Option Window Help

File

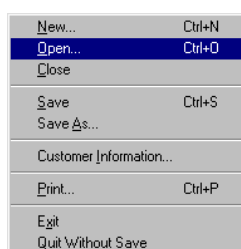


New

Create a new Remote Diagnostic file (*.mfr).

You must make a file first to transmit or receive the data by RDS. The attribute of the Telephone Number, the User Name and the Model Number can be recorded in the file. When a file is made, an extension becomes .mfr automatically.

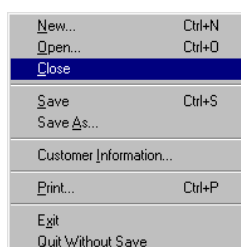
The input of the Fax Number cannot be omitted. If a Model Number isn't specified, the file data cannot be transmitted.



Open

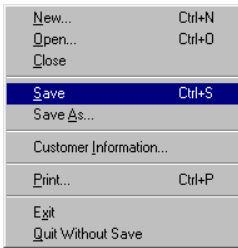
Open an existing Remote Diagnostic file (*.mfr).

The default user folder can be specified by the Edit User window (Option/User/Edit User).



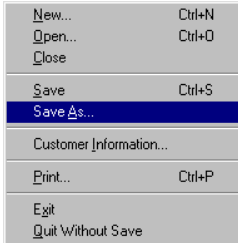
Close

Close the active window.



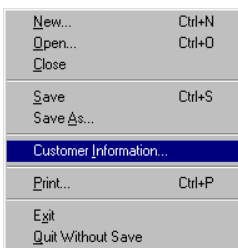
Save

Save the active file with the same name.



Save As...

Save the active file with a new name.



Customer Information...

Edit current Customer Information Data.

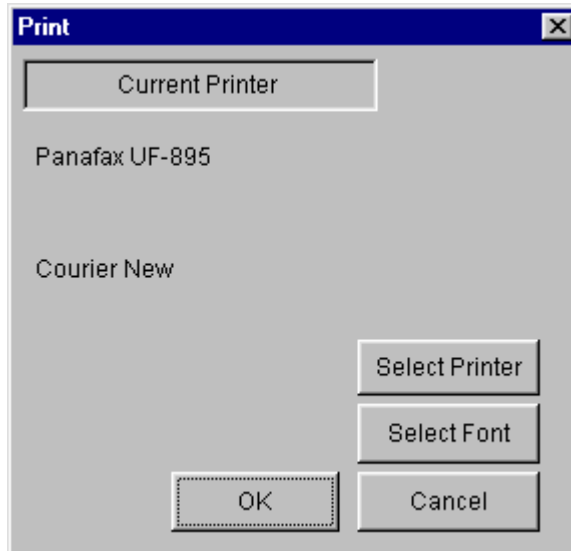
- Customer Name: Editable
- Fax Number: Editable
- Model Number: Fixed
- Data Type: Fixed
- Customer ID: Editable

A screenshot of a dialog box titled "Customer's Information". It contains five input fields: "Customer Name" with the text "ABC Company", "Fax Number" with "201 555 1234", "Model Number" with a dropdown menu showing "UF-895-UV", "Data Type" with a dropdown menu showing "All Data", and "Customer ID" with "ABC051123". At the bottom right, there are "OK" and "Cancel" buttons.

New...	Ctrl+N
Open...	Ctrl+O
Close	
Save	Ctrl+S
Save As...	
Customer Information...	
Print...	Ctrl+P
Exit	
Quit Without Save	

Print

Print the contents of the current editing item.



- 1) Font and Font Type can be selected, but Font Size is fixed at 11 point.
- 2) When an inappropriate font or Font Type is chosen, it doesn't sometimes print normally.

New...	Ctrl+N
Open...	Ctrl+O
Close	
Save	Ctrl+S
Save As...	
Customer Information...	
Print...	Ctrl+P
Exit	
Quit Without Save	

Exit

Shut down the Remote Diagnostic System.

New...	Ctrl+N
Open...	Ctrl+O
Close	
Save	Ctrl+S
Save As...	
Customer Information...	
Print...	Ctrl+P
Exit	
Quit Without Save	

Quit Without Save

Shut down the Remote Diagnostic System without saving user data.

Edit

Cut	Ctrl+X
Copy	Ctrl+C
Paste	Ctrl+V
Insert Line	Shift+INS
Delete Line	Shift+DEL
Find...	
Set to Default	

Cut

Removes the selected lines and places it on the Clipboard.

This command is available during the editing of Abbreviated Dialer, One-Touch Keys and Program Keys.

Cu <u>t</u>	Ctrl+X
C<u>o</u>py	Ctrl+C
P<u>a</u>ste	Ctrl+V
I <u>n</u> sert Line	Shift+INS
<u>D</u> elete Line	Shift+DEL
Find...	
Set to Default	

Copy

Copies the selected lines and places them to the clipboard.

This command is available during the editing of Abbreviated Dialer, One-Touch Keys and Program Keys.

Cu <u>t</u>	Ctrl+X
C<u>o</u>py	Ctrl+C
P<u>a</u>ste	Ctrl+V
I <u>n</u> sert Line	Shift+INS
<u>D</u> elete Line	Shift+DEL
Find...	
Set to Default	

Paste

Pastes the lines of the Clipboard into the insertion point.

This command is available during the editing of Abbreviated Dialer, One-Touch Keys and Program Keys.

Cu <u>t</u>	Ctrl+X
C<u>o</u>py	Ctrl+C
P<u>a</u>ste	Ctrl+V
I<u>n</u>sert Line	Shift+INS
<u>D</u> elete Line	Shift+DEL
Find...	
Set to Default	

Insert Line

Inserts a blank line into the insertion point.

This command is available during the editing of Abbreviated Dialer, One-Touch Keys and Program Keys.

Cu <u>t</u>	Ctrl+X
C<u>o</u>py	Ctrl+C
P<u>a</u>ste	Ctrl+V
I <u>n</u> sert Line	Shift+INS
<u>D</u>elete Line	Shift+DEL
Find...	
Set to Default	

Delete Line

Deletes the selected lines or the line that contains the insertion point.

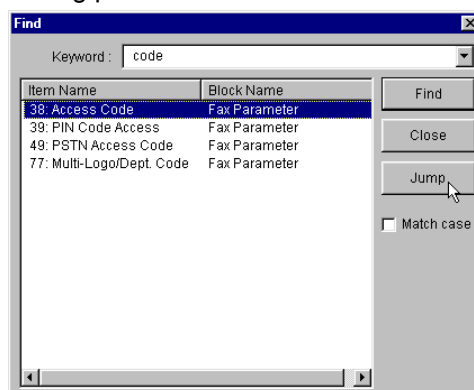
This command is available during the editing of Abbreviated Dialer, One-Touch Keys and Program Keys.

Cu <u>t</u>	Ctrl+X
C<u>o</u>py	Ctrl+C
P<u>a</u>ste	Ctrl+V
I <u>n</u> sert Line	Shift+INS
<u>D</u> elete Line	Shift+DEL
Find...	
Set to Default	

Find

Searches for specified text or symbols in the parameter list.

Select the item in the list and click [Jump] to jump to the specified parameter setting point.



Cu <u>t</u>	Ctrl+X
C<u>o</u>py	Ctrl+C
P<u>a</u>ste	Ctrl+V
I <u>n</u> sert Line	Shift+INS
<u>D</u> elete Line	Shift+DEL
Find...	
Set to Default	

Set to Default

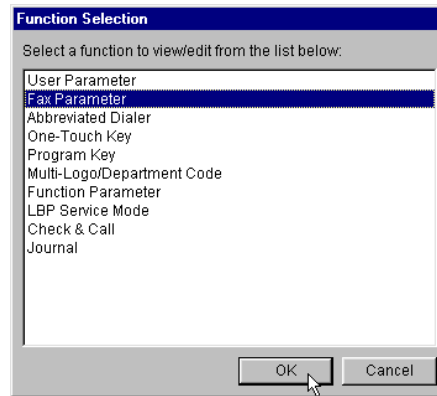
The contents of the editing item are initialized to the factory default setting.

View

Select Function...	Ctrl+F
<input checked="" type="checkbox"/> List Mode	Ctrl+L
<input type="checkbox"/> Detail Mode	Ctrl+D
Sort...	
<input checked="" type="checkbox"/> Tool Bar	
<input checked="" type="checkbox"/> Status Bar	
Font...	

Select Function

Select editing items.



Function Selection

Select a function to view/edit from the list below.

- User Parameter
- Fax Parameter**
- Abbreviated Dialer
- One-Touch Key
- Program Key
- Multi-Logo/Department Code
- Function Parameter
- LBP Service Mode
- Check & Call
- Journal

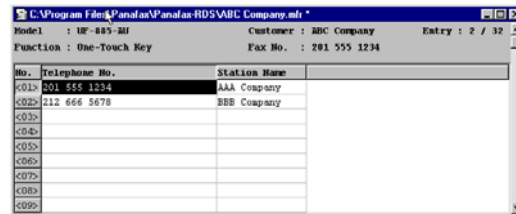
OK Cancel

Select Function...	Ctrl+F
<input checked="" type="checkbox"/> List Mode	Ctrl+L
<input type="checkbox"/> Detail Mode	Ctrl+D
Sort...	
<input checked="" type="checkbox"/> Tool Bar	
<input checked="" type="checkbox"/> Status Bar	
Font...	

List Mode

Switch to List Mode.

This command is available during the editing of Abbreviated Dialer, One-Touch Keys and Program Keys or viewing Journal information.



C:\Program Files\Panalog\Panalog-RDS\ABC Company.mfr

Model : UP-885-BU Customer : ABC Company Entry : 2 / 32

Function : One-Touch Key Fax No. : 281 555 1234

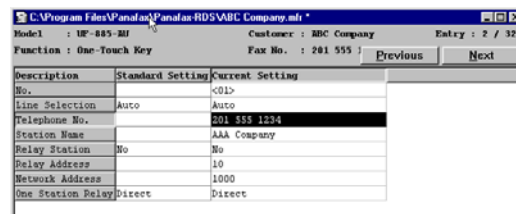
No.	Telephone No.	Station Name
<01>	201 555 1234	AAA Company
<02>	212 666 5678	BBB Company
<03>		
<04>		
<05>		
<06>		
<07>		
<08>		
<09>		

Select Function...	Ctrl+F
<input type="checkbox"/> List Mode	Ctrl+L
<input checked="" type="checkbox"/> Detail Mode	Ctrl+D
Sort...	
<input checked="" type="checkbox"/> Tool Bar	
<input checked="" type="checkbox"/> Status Bar	
Font...	

Detail Mode

Switch to Detail Mode.

This command is available during the editing of Abbreviated Dialer, One-Touch Keys and Program Keys or viewing Journal information.



C:\Program Files\Panalog\Panalog-RDS\ABC Company.mfr

Model : UP-885-BU Customer : ABC Company Entry : 2 / 32

Function : One-Touch Key Fax No. : 281 555

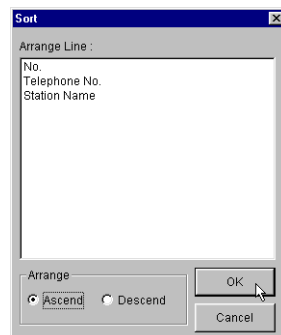
Description	Standard Setting	Current Setting
No.		<01>
Line Selection	Auto	Auto
Telephone No.		201 555 1234
Station Name		AAA Company
Relay Station	No	No
Relay Address		10
Network Address		1000
One Station Relay	Direct	Direct

Previous Next

Select Function...	Ctrl+F
<input checked="" type="checkbox"/> List Mode	Ctrl+L
<input type="checkbox"/> Detail Mode	Ctrl+D
Sort...	
<input checked="" type="checkbox"/> Tool Bar	
<input checked="" type="checkbox"/> Status Bar	
Font...	

Sort

Line up the contents of the editing item.



Sort

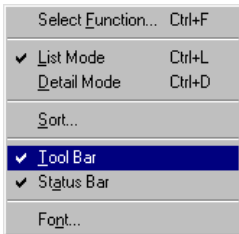
Arrange Line :

- No.
- Telephone No.
- Station Name

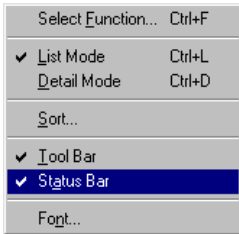
Arrange

Ascend Descend

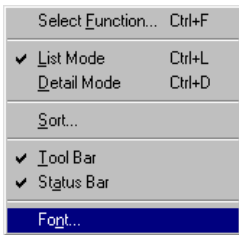
OK Cancel



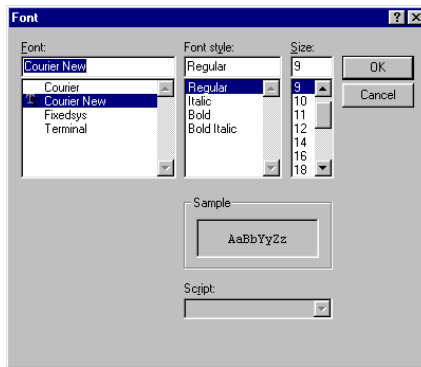
Toolbar
Shows or hides the Toolbar.



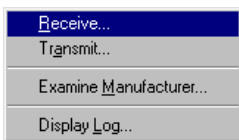
Status Bar
Shows or hides the Status Bar.



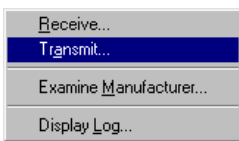
Font
Set a display font.



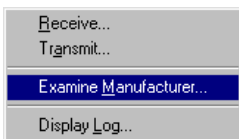
Transfer



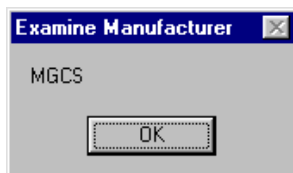
Receive
Receive the user data.

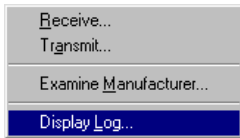


Transmit
Transmit the user data.



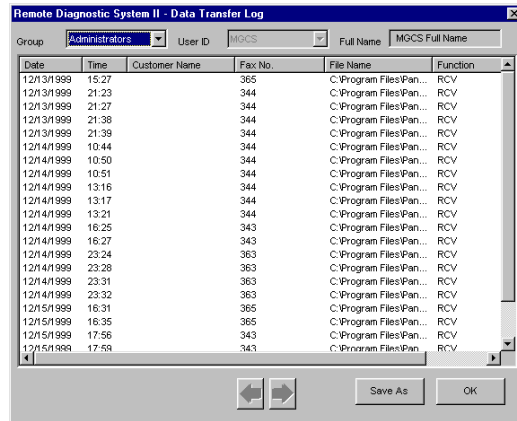
Examine Manufacture
Checks the Remote machines manufacturer.



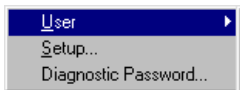


Display Log

Display the diagnostic transaction logs.



Optional



User

New User Group: Create the new user group.

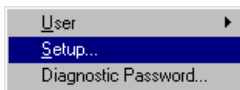
Edit Group: Edits or Deletes a Group.

View Group: Displays a Group.

New User: Creates a New User.

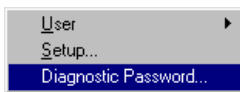
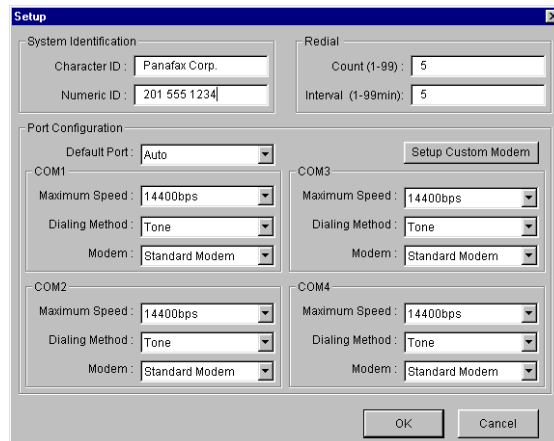
Edit User: Edits or Deletes an User.

View User: Displays an User.



Setup

Display the setting window of Setup Modem.

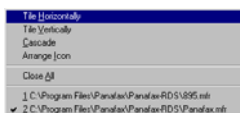


Diagnostic Password

Display the Diagnostic Password set in the Remote Diagnostic System.

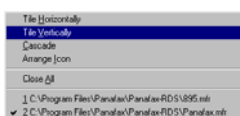


Window



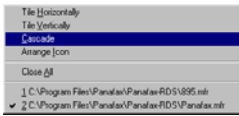
Tile Horizontally

Arranges open user data windows horizontally.



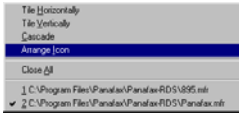
Tile Vertically

Arranges open user data windows vertically.



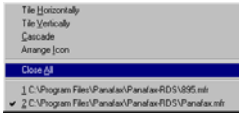
Cascade

Arranges open user data windows cascade.



Arrange Icon

Arranges icon windows.



Close All

Close all open data windows.

Help



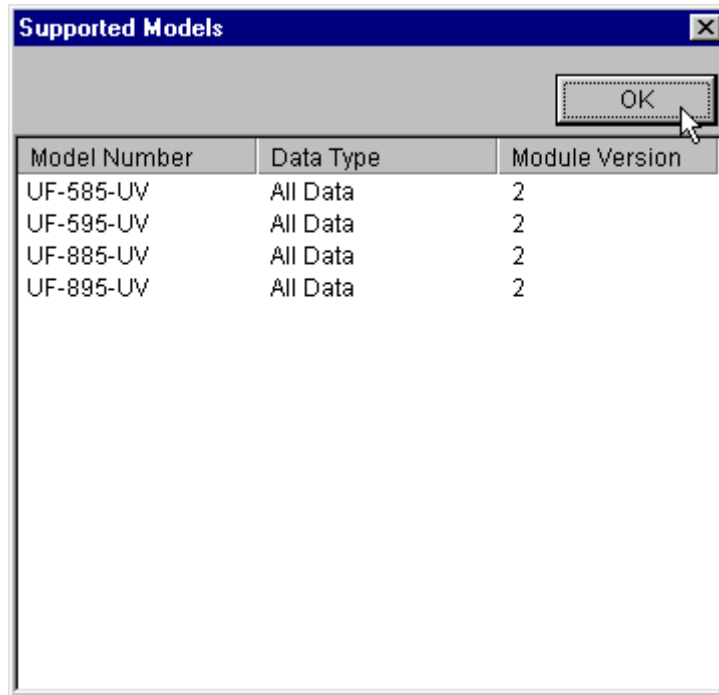
About

Display the version information.



Supported Models

Display the list of the model module being installed.

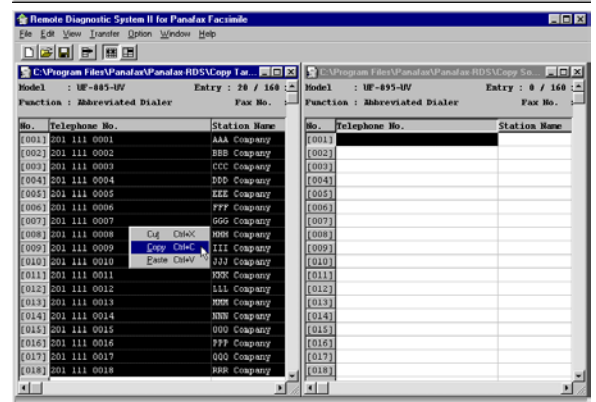
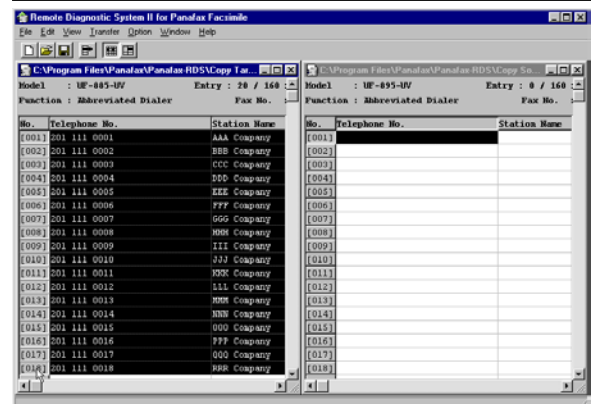
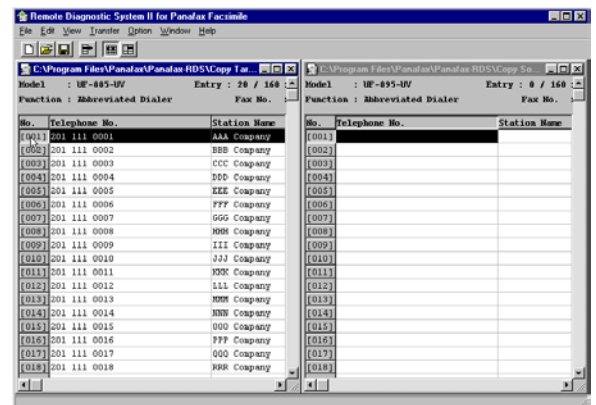
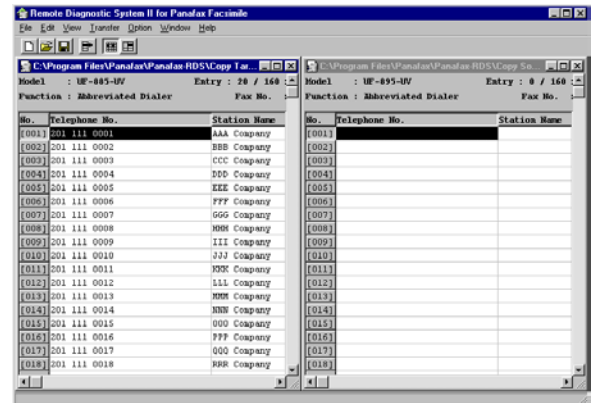


5. Advanced Operation

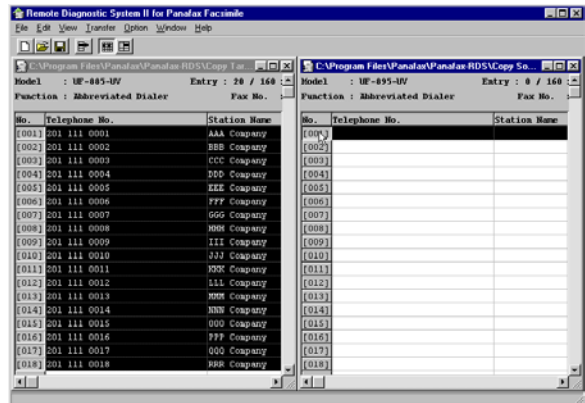
5.1. Conversion of the Telephone Numbers

The operation of conversion of telephone numbers to other fax machines is done using Windows standard Clipboard. The operation is as follow:

1. It is created from both source telephone data/email addresses and target telephone data/email addresses. Open both files.
 - 1) Make sure that both “Telephone No.” and “Station Name” fields are highlighted.
 - 2) Click the “No.” field, not “Telephone No.” or “Station Name” fields.
2. Click the left mouse button on the “No.” of the telephone number that you want to copy from.
 - 1) It can be chosen while pushing the left mouse button and selecting down the lines.
 - 2) The independent line choice which the Control key is used for, cannot be done.
3. While pushing [Shift] key and click left mouse button on the “No.” of telephone number that the last number you want copy from.
 - 1) It can be chosen while pushing the left mouse button and selecting down the lines.
 - 2) The independent line choice which the Control key is used for, cannot be done.
4. Click right mouse button and select “Copy” from the popup pull down menu.
 - 1) You can use short cut keys as “Ctrl + C” to make it copy too.

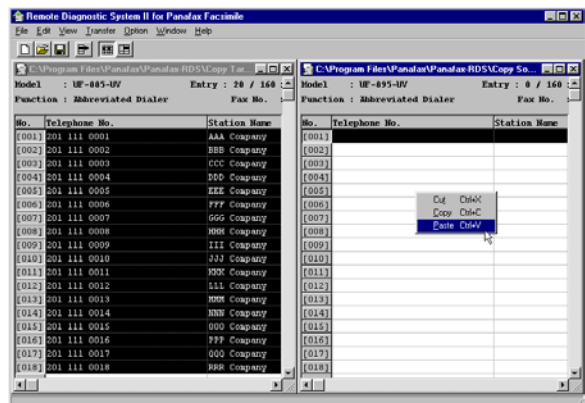


- Click left mouse button on the “No.” where you want to copy it



- Click right mouse button and select “Paste” from the popup pull down menu.

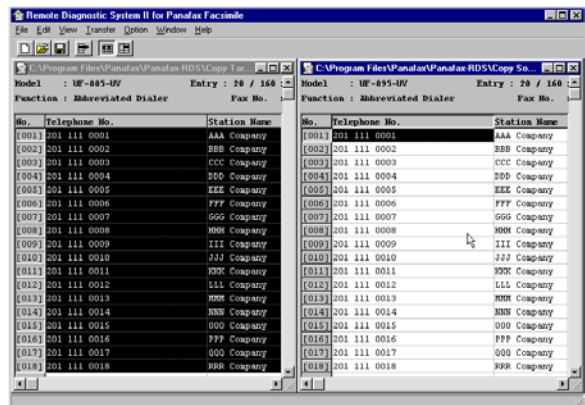
1) You can use short cut keys as “Ctrl + V” to make it copy too.



- Data on the Clipboard are copied.

1) The data that overflows from the capacity of the telephone number is ignored. The data is overwritten even if a telephone number is already registered on the pasting area.

3) The place of the pasting line can be adjusted by the “Insert Line” or “Delete Line” of Edit menu.



5.2. Importing of the telephone numbers from a Database

The RDS Telephone Number Conversion uses the Standard Windows Clipboard, so the telephone numbers can be imported from an existing database if it is made in the designated format.

The designated data format is a text based format file which is data on six sections divided by a tab.

Here is a sample of the data.

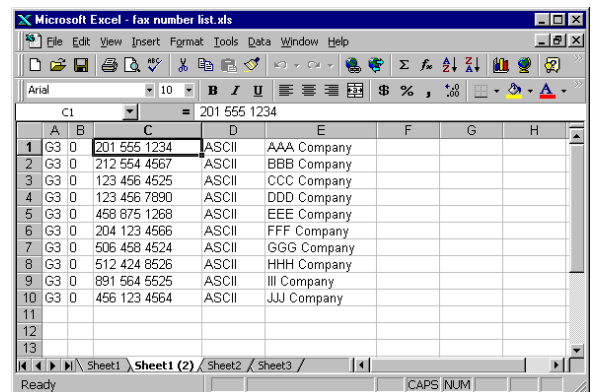
```
(1) (2) (3)           (4)   (5)           (6)
G3  0   201 111 1234   ASCII  AAA Company  A
```

No.	Name	Description	Remark
(1)	Type of comm. port	Fixed by "G3"	
(2)	Comm. port number	0 = Auto, 1 = Line-1, 2 = Line-2	Usually it is always "0". (for use G3 option)
(3)	Telephone number	Telephone number	
(4)	Type of name	Fixed by "ASCII"	
(5)	Station name	Station name	
(6)	Initial	Initial of station name	

Data can be imported when it is pasted on the designated place after data such as Excel are changed into txt by the above format and it is copied on the clipboard.

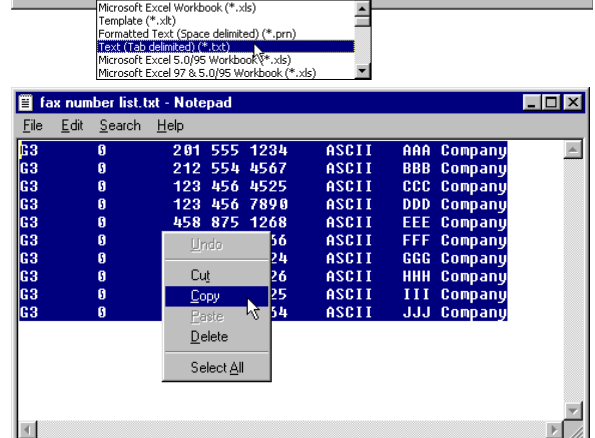
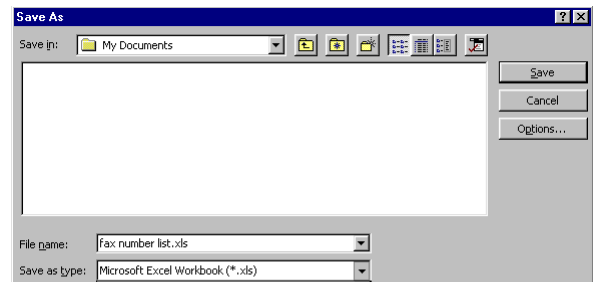
An example to import telephone number data from MS Excel

1. Telephone number data is made by using an application such as Excel in the RDS telephone data format (6 fields
G3/0/telephone number/ASCII/Name/Initial).

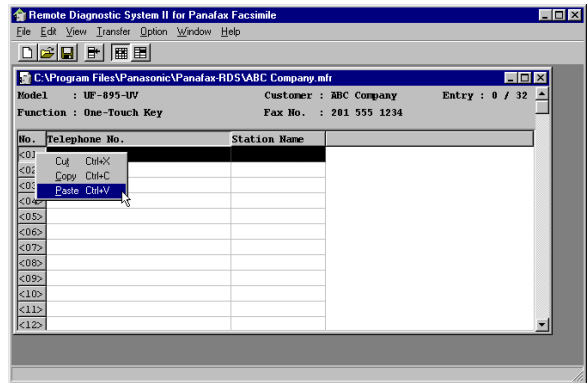


Note: Initials can be omitted.

2. Save the file in the txt format.
On the File menu, click "Save As..." to open the "Save As" window and select "Text (Tab delimited) (*.txt)" of "Save as type" and type a file name in "File name" box then click [Save].
Excel prompts you as "The selected type does not support workbooks that contain multiple sheets.", click [OK] to save the sheet in the text format.
3. Double-click the saved file to open the text file by Notepad.
Select the telephone number and right-click on the mouse, select **Copy** to copy the data to the clipboard.

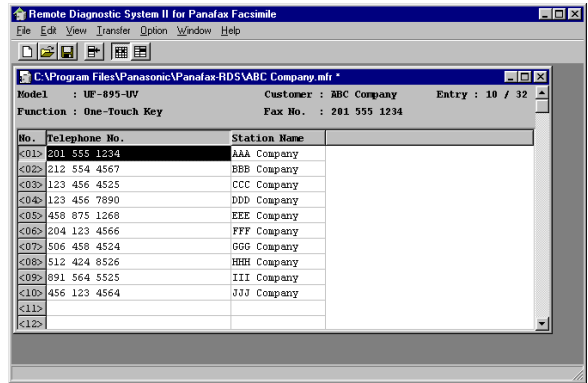


- Open the RDS file and select the Abbreviated Dialer or One-Touch Key block. Point the line where you want to paste the telephone numbers (make sure that both Telephone Numbers and Station Name fields are highlighted). Right-click on the mouse, select **Paste** to paste the telephone Number data.



- The telephone number data is copied.

Note: It is only the Telephone Number, Station Name and a Line (G3 option) information that can be copied by using the Windows Clipboard. Other information such as relay parameters is not copied.



6. Troubleshooting

6.1. Remote Reception/Transmission cannot be done.

Possible Cause: Modem is not working
Modem is not connecting properly
Solution: - Check the modem condition and connection port.
- Check the setting in the Setup window (Option/Setup)
Port , Maximum Speed, Dialing Method, Modem Type

6.2. Remote Transmission cannot be done

Possible Cause: Modem is not working properly
Solution: Check the modem setting.
Maximum Speed (try slowdown), Modem Type (try other modem settings)

Possible Cause: Remote fax machine is not a supported fax model.
Solution: Check the model of the remote fax machine.

6.3. The contents of received file is blank

Possible Cause: Remote fax machine is not a supported fax model
Solution: Check the model of the remote fax machine.

Possible Cause: An original blank file is overwritten on the received file.
Solution: When receive the data from the remote fax machine, select a function item and open the file at the Step 9 of 3.2 Receive user data from the Remote Fax, before saving the file.

6.4. Job is stuck in the spooler and does not start dialing

Possible Cause: Modem is not working.
Solution: Check the modem condition and connection port.

Possible Cause: The job comes out of the queue.
Solution: Reset the spooled jobs and start the job again.

Use Explorer to delete the following file.
C:\Program Files\Panafax\PanafaxRDS\System\Mfrspool.dat

6.5. Cannot retrieve or transmit the data

Possible Cause: Remote fax machine is set that remote diagnostics does not work.
Solution: Check the following parameter settings.

Fax Parameter
#43 Password-XMT
#44 Password-RCV
#46 Select RCV
#52 Diagnostic Password
Function Parameter
#20 ITU-T ECM
#24 CED FREQ.
#26 NON STANDARD
#29 REMOTE DIAG.

Possible Cause: Training error occurred during the communication.
Solution: Slow down the modem speed from 14400 bps to 12000 bps or 9600 bps.
Option/Setup/COM1~4 Maximum Modem Speed

6.6. Specific characters aren't displayed properly

Possible Cause: The font can't display specific characters, such as umlaut characters, is chosen.
Solution: Try to change the setting of a display font.
View/Font/Font

6.7. Specific characters aren't printed properly

Possible Cause: The font can't print specific characters, such as umlaut characters, is chosen.
Solution: Try to change the setting of the printer font.
Select File/Print to open Print window and click [Select Font] button.

6.8. Cannot print

Possible Cause: The printer isn't chosen properly.
Solution: Choose a printer properly.
Select File/Print to open Print window and click [Select Printer] button.