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# Interaction Fax Cover Page Editor

**Printed Help**

## **Abstract**

This document contains the application help for Interaction Fax Cover Page Editor.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

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# Interaction Fax Cover Page Editor Help

Interaction Fax Cover Page Editor helps users (Customer Interaction Center administrators, for example) design one or more corporate cover pages to include as the first page of every fax sent by Customer Interaction Center (CIC). As Interaction Fax Server composes the fax, it fills the cover page's variable fields with specific names and numbers. You can use the Cover Page dialog box, which is accessible from the Send Fax dialog box, to control the specific information on each cover page.

Interaction Fax Cover Page Editor stores fax cover pages in the \Resources\CoverPages folder on the CIC server.

## Related Topics

[Creating cover pages](#)

[Using cover pages](#)

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# Cover Page Basics

## Creating cover pages

In Interaction Fax Cover Page Editor, you can create your own cover pages. Click a topic below for instructions on creating cover pages:

**Note:** The Max Cover Page Size server parameter determines the maximum size of the cover page allowed for a fax. The default value of the server parameter is 10,000 KB. If the cover page you select exceeds the maximum size set on the server parameter, the fax does not get sent and an error message appears in the FaxServer.inin. For more information, see Optional General Server Parameters in Interaction Administrator help.

[Specifying the length of a cover page](#)

[Adding text to a cover page](#)

[Creating variable fields](#)

[Creating graphics on a cover page](#)

[Aligning text and fields on a cover page](#)

## Understanding field properties

In each variable field, you can specify information about the fax recipient, the fax sender, or the fax message.

On the **Field** tab of the **Element properties** dialog box, click one of these options to display the list of available variable fields for that category.

1. Recipient
2. Fax sender
3. Fax Message

### Related Topics

[Create variable fields](#)

## Working with border and background properties

For each text label, rectangle, ellipse, or variable field, you can optionally create a border around it and you can control the appearance of the background color within the border area. Use these features to customize your text label, rectangle, ellipse, or variable fields:

---

### Border

Select the **Border** check box if you want the text label, rectangle, ellipse, or variable field to have a black border. The **Width** list enables you to control the thickness of the border around the text or field. Borders can be from 1 to 127 points in width.

---

### Transparent

Select the **Transparent** check box to make sure the background around the text is not shaded, regardless of what shade is specified in the **Background** list.

---

### Background

Use the Background settings in conjunction with the **Text Color** field on the **Font and Formatting** property page. For best contrast, use black fonts with a White or Transparent background.

Possible shades for both text and backgrounds include:

- Black
- Dark gray
- Medium gray
- Light gray
- White

## Add text to a cover page

You can add text to a cover page, and you can modify font, formatting, border, and background properties to customize your cover page.

To create field labels or other text:

1. Click  on the toolbar.

Or right-click the canvas, choose **New**, and then choose **Text**.

2. **Tip:** If the toolbar does not appear at the top of Interaction Fax Cover Page Editor, open the **View** menu and click **Main Toolbar**.
3. In the document, click the location where you want the text to appear and drag the pointer to create a text frame.
4. Double-click the text frame. The **Text** page of the **Element properties** dialog box appears.
5. Type the text you want to appear on the cover page.
6. Choose the font, formatting, border, background, and style properties on their respective property pages.
7. Click **OK** to apply the changes and exit the **Element properties** dialog box.

## Create variable fields

Variable fields are placeholders whose values are inserted by the Interaction Fax Server as it prepares to send the fax. After you choose **Send as Fax** in Interaction Fax, you enter values for the **Sender** and **Recipient** fields from the **Send Fax** dialog box.

To create variable fields on the cover page:

1. Click  on the toolbar.

Or, right-click the canvas, choose **New**, and then choose **Field**.

**Tip:** If the toolbar does not appear at the top of Interaction Fax Cover Page Editor, open the View menu and click Main Toolbar.


2. In the document, click the location where you want the field to appear and drag the pointer to create a field frame. The **Field** page of the **Element properties** dialog box appears.
3. Click the **Recipient**, **Sender**, or **Message** option button to display the list of corresponding variable fields.
4. Select a variable field from the **Field** list.
5. Choose the font, formatting, border, background, and style properties on the other pages of the **Element properties** dialog box.
6. Click **OK** to apply the changes and exit the **Element properties** dialog box.


**Tip:** You can set the value for the **Address Fax** dialog box's **From** field values, and consequently the **Sender** field values, in the **Cover Page Options** dialog box in Interaction Fax.

## Create rectangles and other box shapes on a cover page

You can add shapes to customize your cover page. You can add rectangles, squares, ellipses, and other shapes.

To add images to a cover page:

1. Click the rectangle drawing tool .

Or click the ellipse drawing tool .

2. On the canvas, click and hold the right mouse button and drag the pointer diagonally to create the desired shape and size.
3. Release the mouse to complete the shape.
4. To view and modify the shape's border and background properties, double-click the new shape.

## Create a graphic (Main toolbar)

To create a graphic image:

1. Click  on the toolbar.

Or right-click on the canvas, point to **New**, and then click **Bitmap**.

2. Click in the document (where you want to place the graphic), and drag the pointer to create a graphic frame. The size of your frame determines the initial size of the bitmap image on the canvas. You can resize it later.
3. When the **Open** dialog appears, choose the desired graphic file type in the **Files of Type** list box. This causes all graphic files of that type to appear in the list of files.
4. Select a graphic file and click **Open** to display the image in the cover page document.
5. Use the crosshair cursor to select and move the image on the page, and use the graphic's size handles to adjust the size of the image.

**Note:** If the toolbar is not displayed at the top of Interaction Fax Cover Page Editor, open the **View** menu and click **Toolbar**.

If part of a graphic edge overlaps a text field, variable field, or other object, you can arrange which object appears on top by selecting that object and selecting the Layout menu and clicking on Bring to Front or Send to Back.



## Align text and fields on a cover page

To create a neat, clean cover page layout, you can align the edges of objects arranged vertically on the page.

Click a button for an explanation of each control:



To align objects arranged vertically on a page:



1. Click the Select pointer on the toolbar.
2. Hold down the Shift key and click the left mouse button to highlight two or more objects on the canvas.

Or click the upper left corner of the group of objects you want to align and drag the pointer diagonally around the group of objects to select them.

3. At the bottom of the Cover Page Editor, in the alignment toolbar click one of the alignment button tools.

# Cover Page Management

## Manage cover pages

Customer Interaction Center includes four basic cover page templates you can customize for each site. By default, these files appear in the \Resources\CoverPage directory on the CIC server after installation. You can also specify the cover page storage directory on the CIC server in the Resources server parameter defined in Interaction Administrator. Interaction Fax references the Resources server parameter, if it exists, and uses the specified directory to look for cover page files.

---

### Cover page files packaged with CIC

These cover page files ship with CIC:

- FaxCoverConfidential1.i3c
- FaxCoverLetter1.i3c
- FaxCoverLetter2.i3c
- FaxCoverUrgent1.i3c

---

### Customizing packaged cover pages

If you customize any of the packaged cover pages, be sure to save them with a different name than the original files to prevent losing customizations. If you use the default file names, future CIC installations may overwrite your customized cover page files.

---

### Backing up customizations

When you create a new cover page file or customize one of the existing files, save a copy of each cover page on a local disk drive which is regularly backed up. Then copy the files to the appropriate Resources directory on the CIC server.

#### Related Topics

[Store cover pages](#)

## Store cover pages

After you create a new cover page or customize the packaged cover pages, save the .i3c file in the designated Resources directory on the IC server. By default, this directory is \Resources\CoverPages. You can choose a different folder on the IC server, but you must also create or modify the Resources server parameter in Interaction Administrator to enable Interaction Fax to find the cover pages in the new folder.

#### Related Topics

[Manage cover pages](#)

# Menu Commands

This section contains information on the following menus:

- [File menu](#)
- [Edit menu](#)
- [View menu](#)
- [Layout menu](#)
- [Tools menu](#)
- [Help menu](#)

## File menu commands

The **File** menu contains the following commands:

Command	Description
<a href="#">New</a>	Creates a new document.
<a href="#">Open</a>	Opens an existing document.
<a href="#">Close</a>	Closes an opened document.
<a href="#">Save</a>	Saves an opened document using the same file name.
<a href="#">Save As ...</a>	Saves an opened document to a specified file name.
<a href="#">Print</a>	Prints a document.
<a href="#">Print Preview</a>	Displays the document on the screen as it would appear printed.
<a href="#">Print Setup</a>	Selects a printer and printer connection.
<a href="#">Exit</a>	Exits IFaxCovr.

## Edit menu commands

The **Edit** menu contains the following commands:

Command	Description
<a href="#">Undo</a>	Reverses up to the previous eight editing operations.
<a href="#">Cut</a>	Deletes one or more selected objects from the canvas.
<a href="#">Copy</a>	Copies one or more selected objects from the canvas to the clipboard.
<a href="#">Paste</a>	Pastes objects from the clipboard into the canvas.
<a href="#">Clear Selection</a>	Deletes the currently selected object(s) on the canvas and moves it to the clipboard.
<a href="#">Select All</a>	Selects all objects on the canvas.

## Undo command (Edit menu)

Use this command to reverse up to the last eight editing actions (e.g., cut, copy, paste, resize, etc.) if possible. The name of the command changes, depending on what the last action was. The Undo command is greyed out if you cannot reverse your last action.

### Shortcuts

Keys: CTRL+Z or  
ALT-BACKSPACE

## View menu commands

The View menu offers the following commands:

Command	Description
<a href="#">Toolbar</a>	Shows or hides the toolbar.
<a href="#">Status Bar</a>	Shows or hides the status bar.

## Toolbar command (View menu)

Use this command to display and hide the Toolbar, which includes buttons for some of the most common commands in Interaction Cover Page Editor, such as File Open. A check mark appears next to the menu item when the Toolbar is displayed.

See [Toolbar](#) for help on using the toolbar.

## Layout menu commands

The Layout menu offers commands used to layer objects on the cover page canvas:

Command	Description
Bring to Front	Places the currently selected canvas object in the foreground, that is, on top of any other objects.
Send to Back	Places the currently selected canvas object in the background, that is, behind any other objects.
Align	Aligns two or more selected canvas objects on the cover page using the alignment option you select.

## Tools menu commands

The Tools menu offers the following commands:

Command	Description
<a href="#">Text</a>	Creates a text label.
<a href="#">Rectangle</a>	Creates a rectangle or box.
<a href="#">Ellipse</a>	Creates a circle or ellipse.
<a href="#">Field</a>	Creates a variable field.
<a href="#">Bitmap</a>	Creates a graphic image.

## Help menu commands

The **Help** menu offers commands that provide you assistance with this application:

Command	Description
<a href="#">Help Topics</a>	Offers you an index to topics on which you can get help.
<a href="#">About</a>	Displays the release number of this application.










# Toolbar Buttons

## Main Toolbar



The toolbar is displayed across the top of the application window, below the menu bar. The toolbar provides quick access to many tools used in Interaction Cover Page Editor.

To hide or display the Toolbar, choose **Toolbar** from the **View** menu (ALT, V, T).

Click	To . .
	Open a new document.
	Open an existing document. Interaction Cover Page Editor displays the Open dialog box, in which you can locate and open the desired file.
	Save the active document or template with its current name. If you have not named the document, Interaction Cover Page Editor displays the Save As dialog box.
	Remove selected object from the document and stores it on the clipboard.
	Copy the selection to the clipboard.
	Insert the contents of the clipboard.
	Print the active document.
	Display the About IC dialog.
	Display help on the menu, icon, or part of the screen you wish to have explained.











### Related Topics

[Alignment Toolbar](#)

## Alignment Toolbar

The toolbar at the bottom of the Cover Page Editor window contains shortcut buttons to align objects on the canvas in different ways. Each button performs a unique function.

**Note:** When multiple objects are selected, the object selected last is said to be the primary object from which some alignment operations are based.

Button	Description
	Aligns the left edges of two or more selected objects with the left edge of the primary object.
	Aligns the right edges of two or more selected objects with the right edge of the primary object.
	Aligns the top edges of two or more selected objects with the top edge of the primary object.
	Aligns the bottom edges of two or more selected objects with the bottom edge of the primary object.
	Vertically aligns the centers of two or more selected objects with the center of the primary object. Objects stay on their same horizontal plane.
	Horizontally aligns the centers of two or more selected objects with the center of the primary object. Objects stay on their same vertical plane.
	Horizontally centers one or more selected objects based on the width of the cover page.
	Vertically centers one or more selected objects based on the height of the cover page.
	Centers (horizontally and vertically) one or more selected objects based on the dimensions of the cover page.
	Forces all selected objects to have the same dimensions as the primary object (the one selected last).

## Print Preview toolbar

The print preview toolbar offers you the following options:

---

### Print

Bring up the print dialog box, to start a print job.

---

### Next Page

Preview the next printed page.

---

### Prev Page

Preview the previous printed page.

---

### One Page / Two Page

Preview one or two printed pages at a time.

---

### Zoom In

Take a closer look at the printed page.

---

### Zoom Out

Take a larger look at the printed page.

---

### Close

Return from print preview to the editing window.



# Miscellaneous topics

## File Open dialog box

The following options allow you to specify which file to open:

---

### Look in

Select the drive and/or network location and directory in which Interaction Fax Cover Page Editor stores the file that you want to open.

---

### File Name

Type or select the filename you want to open. This box lists files with the extension you select in the List Files of Type box.

---

### Files of Type

Select the type of file you want to open:

Interaction Fax Cover Page Editor uses files with a .I3C extension.

---

## File Save As dialog box

The following options allow you to specify the name and location of the file you're about to save:

---

### File Name

Type a new filename to save a document with a different name. A filename can contain up to eight characters and an extension of up to three characters. Interaction Cover Page Editor adds the extension you specify in the Save File As Type box.

---

### Save In

Select the location in which you want to store the document.

## Print dialog box

The following options allow you to specify how the document should be printed:

---

### Printer

This is the active printer and printer connection.

---

### Print Range

Specify the pages you want to print:

All	Prints the entire document.
Selection	Prints the currently selected text.
Pages	Prints the range of pages you specify in the From and To boxes.

---

### Copies

Specify the number of copies you want to print for the above page range.

---

### Collate Copies

Prints copies in page number order, instead of separated multiple copies of each page.

## Print Progress Dialog

The Printing dialog box is shown during the time that Interaction Cover Page Editor is sending output to the printer. The page number indicates the progress of the printing.

To abort printing, choose **Cancel**.

# Print Setup dialog box

The following options allow you to select the destination printer and its connection.

## Printer

Select the printer you want to use. Choose the **Default Printer**, or choose the **Specific Printer** option and select one of the current installed printers shown in the box. You install printers and configure ports using the Windows Control Panel.

## Orientation

Choose Portrait or Landscape.

## Paper Size

Select the size of paper that the document is to be printed on.

## Paper Source

Some printers offer multiple trays for different paper sources. Specify the tray here.

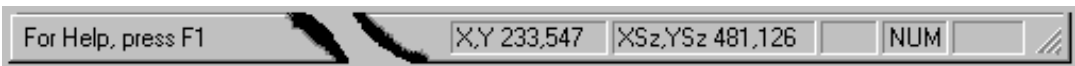
## Options

Displays a dialog box where you can make additional choices about printing, specific to the type of printer you have selected.

## Network...

Choose this button to connect to a network location, assigning it a new drive letter.

## Status Bar



The status bar is displayed at the bottom of the Interaction Cover Page Editor window. To display or hide the status bar, use the Status Bar command in the View menu.

The left area of the status bar describes actions of controls such as menus and buttons as hold the mouse cursor over each control.

The X,Y area of the status bar indicates the current pixel coordinates of the cursor on the cover page canvas. The XSz, YSz area indicates the dimension of the currently selected object(s). XSz indicates the horizontal size and YSz indicates the vertical size.

The right areas of the status bar indicate which of the following keys are latched down:

Indicator	Description
CAP	The Caps Lock key is on.
NUM	The Num Lock key is on.
SCRL	The Scroll Lock key is on.

## Create graphics on a cover page

You can insert graphics, logos, or other images on a cover page. Interaction Fax Cover Page Editor supports these graphic formats:

- Windows Bitmaps (\*.bmp)
- TIFF (\*.tif)
- JPEG (\*.jpg)

To insert images on a cover page:



1. Click on the toolbar.

Or right-click the canvas, choose **New**, and then choose **Bitmap**.

**Tip:** If the toolbar does not appear at the top of Interaction Fax Cover Page Editor, open the **View** menu and click **Main Toolbar**.

2. In the document, click the location where you want the field to appear and drag the pointer to create a graphic frame. The size of your frame determines the initial size of the bitmap image on the canvas. You can resize it later. The **Open** dialog box appears.
3. In the **Files of type** list, choose the desired graphic file type. This action causes all graphic files of that type to appear in the list of files.
4. Choose a graphic file and click **Open** to display the image in the cover page document.
5. Use the crosshair cursor to select and move the image on the page, and use the graphic's size handles to adjust the size of the image.

**Tip:** If part of a graphic edge overlaps a text field, variable field, or other object, to arrange which object appears on top, select the object, open the **Layout** menu and click **Bring to Front** or **Send to Back**.

## Date and Time Controls

You can type date and time values directly into the **Delivery date and time** fields using abbreviations or full text. The date and time format depends on the Date and Time format selected in your computer's Regional Settings property sheet (in Control Panel). You can also use the mouse and keyboard to select specific dates and times.

To select date in the date field:

1. Click the down arrow on the date field to display the current date in a calendar.
2. Click the left or right arrows to move to the previous or next month.
3. Click a specific date in that month to specify the day to send the fax.

Date Field Keyboard commands:

Key Command	Action
Page Up	Display the previous month
Page Down	Display the next month
Up Arrow (↑)	Move the date cursor to the previous week
Down Arrow (↓)	Move the date cursor to the next week
Left Arrow (←)	Move the date cursor to the previous day
Right Arrow (→)	Move the date cursor to the next day

To select time in the time field:

1. Click the down arrow on the time field to display the list of hours and half hours.
2. Scroll up or down and select the specific time to send the fax.

Time Field Keyboard commands:

Key Command	Action
Up Arrow (↑)	Move the time cursor up 30 minutes
Down Arrow (↓)	Move the time cursor down 30 minutes
Left Arrow (←)	Move the cursor left in the display time field
Right Arrow (→)	Move the cursor right in the display time field

## Align Bottom Edges Tool

Aligns the bottom edges of the selected objects with the bottom edge of the primary object (the last object selected).

## Align Centers Horizontally

Horizontally aligns the center point of selected objects with the center point of the primary object (the last object selected).

## Align Left Edges Tool

Aligns the left edges of the selected objects with the left edge of the primary object (the last object selected).

## Align Right Edges Tool

Aligns the right edges of the selected objects with the right edge of the primary object (the last object selected).

## Smart Align Tool

The Smart Align Tool aligns the selected objects according to the proximity of the primary object (the last object selected) with the edge of the canvas or with other objects.

## Align Top Edges Tool

Aligns the top edges of the selected objects with the top edge of the primary object (the last object selected).

## Align Centers Vertically

Vertically aligns the center point of the selected objects with the center point of the primary object (the last object selected).

## About command (Help menu)

Use this command to display the copyright notice and release number of your copy of Interaction Cover Page Editor. System information about your computer and about the CIC is also available from this dialog.

## Exit command (File menu)

Use this command to end your Interaction Cover Page Editor session. You can also use the **Close** command on the application **Control** menu. Interaction Cover Page Editor prompts you to save documents with unsaved changes.

### Shortcuts

Mouse: Double-click the application's Control menu button.

Keys: ALT+F4

## Bold Text (Text toolbar)

Formats the selected characters as **bold**. If you click the button again, the formatting is removed.

## Bring Object to Front

Displays the selected object(s) on top of any other nearby or overlapping objects on the canvas.

## Center Text (Text toolbar)

Centers the text in a text label or a variable field box. This centers all the text between the edges of the box. Select the Right or Left Justify buttons to change the text positioning.

## Center Objects on Page

Centers the selected object(s) in the middle of the cover page based on the height and width of the cover page. Multiple objects are stacked on top of each other in the middle of the page.

## Center Objects Horizontally

Centers the selected objects horizontally on the cover page based on the width of the page.

## Center Objects Vertically

Centers the selected objects vertically on the cover page based on the height of the page.

## Clear Selection

Use this command to remove the currently selected object(s) from the document without affecting the contents of the clipboard. This command is unavailable if no object is currently selected.

### Shortcuts

Keys: Del

## Context Help command



Use the Context Help command to obtain help on some portion of Interaction Cover Page Editor. When you choose the Toolbar's Context Help button, the mouse pointer will change to an arrow and question mark. Then click somewhere in the Interaction Cover Page Editor window, such as another Toolbar button or a menu option. The Help topic will be shown for the item you clicked.

### Shortcut

Keys: SHIFT+F1

## Copy command (Edit menu)

Use this command to copy selected object(s) onto the clipboard. This command is unavailable if no object is currently selected.

Copying objects to the clipboard replaces the contents previously stored there.

### Shortcuts



Toolbar:

Keys: CTRL+C

## Cut command (Edit menu)

Use this command to remove the currently selected object(s) from the document and put it on the clipboard. This command is unavailable if no object is currently selected.

Cutting objects to the clipboard replaces the contents previously stored there.

### Shortcuts



Toolbar:

Keys: CTRL+X

## Paste command (Edit menu)

Use this command to insert a copy of the clipboard contents. This command is unavailable if the clipboard is empty.

### Shortcuts



Toolbar:

Keys: CTRL+V

## Close command (File menu)

Use this command to close all windows containing the active document. Interaction Cover Page Editor suggests that you save changes to your document before you close it. If you close a document without saving it, you lose all changes made since the last time you saved it. Before closing an untitled document, Interaction Cover Page Editor displays the [Save As... dialog box](#) and suggests that you name and save the document.

## New command (File menu)

Use this command to create a new cover page document in Interaction Fax Cover Page Editor. The new document is initially labeled Untitled, and you can rename it when you close the document or use the [Save As...](#) command.

You can open an existing document with the [Open](#) command.

### Shortcuts



Toolbar:

Keys: CTRL+N

## Open command (File menu)

Use this command to open an existing document in a new window.

You can create new documents with the [New](#) command.

### Shortcuts



Toolbar:

Keys: CTRL+O

## Print Preview command (File menu)

Use this command to display the active document as it would appear when printed. When you choose this command, the main window will be replaced with a print preview window in which one or two pages will be displayed in their printed format. The [print preview toolbar](#) offers you options to view either one or two pages at a time; move back and forth through the document; zoom in and out of pages; and initiate a print job.

## Print Setup command (File menu)

Use this command to select a printer and a printer connection. This command presents a [Print Setup dialog box](#), where you specify the printer and its connection.

## Print command (File menu)

Use this command to print a document. This command presents a [Print dialog box](#), where you may specify the range of pages to be printed, the number of copies, the destination printer, and other printer setup options.

### Shortcuts



Toolbar:

Keys: CTRL+P



## Save As command (File menu)

Use this command to save and name the active document. Interaction Cover Page Editor displays [Save As... dialog box](#) so you can name your document.

To save a document with its existing name and directory, use the [Save command](#).

## Save command (File menu)

Use this command to save the active document to its current name and directory. When you save a document for the first time, Interaction Cover Page Editor displays the [Save As... dialog box](#) so you can name your document. If you want to change the name and directory of an existing document before you save it, choose the [Save As... command](#).

### Shortcuts



Toolbar:

Keys: CTRL+S

## Help Index command (Help menu)

Use this command to display the opening screen of Help. From the opening screen, you can jump to step-by-step instructions for using Interaction Cover Page Editor and various types of reference information.

Once you open Help, you can click the Contents button whenever you want to return to the opening screen.

## Using Help command (Help menu)

Use this command for instructions about using Help.

## Title Bar



The title bar is located along the top of a window. It contains the name of the application and document.

To move the window, drag the title bar. You can also move dialog boxes by dragging their title bars.

A title bar may contain the following elements:

- Application Control-menu button
- Document Control-menu button
- Maximize button
- Minimize button
- Name of the application
- Name of the document
- Restore button

## Italic Text (Text toolbar)

Formats the selected characters as *italic*. If you click the button again, the formatting is removed.

## Left Justify (Text toolbar)

Left justifies the text in a text label or a variable field box. This aligns the text to the left side of the box. Select the Center or Right Justify buttons to change the text positioning.

## Resize Objects


Resizes all the selected objects to be the same size as the primary object (the last object selected). The resized objects are positioned according to the top right corner of the object.

## Right Justify (Text toolbar)

Right justifies the text in a text label or a variable field box. This aligns the text to the right side of the box. Select the Center or Left Justify buttons to change the text positioning.

## Close command (Control menus)

Use this command to close the active window or dialog box.

Double-clicking a Control-menu box is the same as choosing the Close command or clicking the close  button.

**Note:** If you have multiple windows open for a single document, the Close command on the document Control menu closes only one window at a time. You can close all windows at once with the Close command on the File menu.

### Shortcuts


Keys: CTRL+F4 closes a document window

ALT+F4 closes the Cover Page Editor window or dialog box

## Maximize command (System menu)

Use this command to enlarge the active window to fill the available space.

### Shortcut


Mouse: Click the maximize icon  on the title bar; or double-click the title bar.

Keys: CTRL+F10 enlarges a document window.

## Minimize command (application Control menu)

Use this command to reduce the Interaction Cover Page Editor window to an icon.

### Shortcut

Mouse: Click the minimize icon  on the title bar.

Keys: ALT+F9

## Move command (Control menu)

Use this command to display a four-headed arrow so you can move the active window or dialog box with the arrow keys.

**Note:** This command is unavailable if you maximize the window.



### Shortcut

Mouse: Drag the title bar and release the mouse button to position the window.

Keys: CTRL+F7

## Next Window command (document Control menu)

Use this command to switch to the next open document window. Interaction Cover Page Editor determines which window is next according to the order in which you opened the windows.

### Shortcut

Keys: CTRL+F6

## Previous Window command (document Control menu)

Use this command to switch to the previous open document window. Interaction Cover Page Editor determines which window is previous according to the order in which you opened the windows.

### Shortcut

Keys: SHIFT+CTRL+F6

## Restore command (Control menu)

Use this command to return the active window to its size and position before you chose the Maximize or Minimize command.

## Size command (System menu)

Use this command to display a four-headed arrow so you can size the active window with the arrow keys.

**Note:** This command is unavailable if you maximize the window.



After the pointer changes to the four-headed arrow:

1. Press one of the DIRECTION keys (left, right, up, or down arrow key) to move the pointer to the border you want to move.
2. Press a DIRECTION key to move the border.
3. Press ENTER when the window is the size you want.

### Shortcut

Mouse: Drag the size bars at the corners or edges of the window.

## Select All

Use this command to select all of the objects on the cover page canvas. After all objects are selected, you can move them as one unit, copy, or delete all the objects at the same time.

### Shortcuts

Keys: Ctrl-A

## Send Object to Back

Moves the selected object(s) behind any other nearby or overlapping objects on the canvas.

## Selection Pointer (Main toolbar)



Click on the selection pointer and select an object by clicking on it.

Select multiple objects by holding down the Shift key and clicking two or more objects.

Or click on the canvas (not on an object) and drag the cursor diagonally around a group of objects to select all the objects inside the boundary of the rectangle area.

## Create a circle or ellipse (Main toolbar)

To create a circle or ellipse:



1. Click the ellipse drawing tool.
2. Click and hold the mouse button down on the canvas and drag the pointer diagonally to create the desired shape and size. Release the mouse to complete the shape.
3. Double-click the new shape to view and/or modify the border and background properties of that shape.

## Create a variable field (Main toolbar)

To create a variable field:



1. Click on the toolbar.

Or right-click on the canvas, point to **New**, and then click **Field**.

2. Click in the document (where you want to place the field), and drag the pointer to create a field frame.
3. When the **Field** property sheet appears, choose the **Recipient**, **Sender**, or **Message** field button to display the list of available fields.
4. Select a variable field from the **Field** list, and then specify the font, formatting, border and background properties on their respective property pages.
5. Click **OK** to apply the changes and exit the **Field** property sheet.

**Note:** If the toolbar is not displayed at the top of Interaction Fax Cover Page Editor, open the **View** menu and click **Toolbar**.

You can set the From and Sender field values in the Cover Page Options dialog in the Interaction Fax Viewer.

## Create a Rectangle (Main toolbar)

To create a rectangle or box:




1. Click the rectangle drawing tool.
2. Click and hold the mouse button down on the canvas and drag the pointer diagonally to create the desired shape and size. Release the mouse to complete the shape.
3. Double-click the new shape to view and/or modify the border and background properties of that shape.

## Create a Text Field (Main toolbar)

To create a text label:



1. Click the text field tool .
2. Click on the canvas (not on an object) and drag the cursor to form a rectangular box the size of a text label.
3. Double-click the box to open its property sheet and add text, formatting, and borders.
4. To resize the text label area, select the text label area, grab one of the handles on the box, and drag it to the desired dimensions.

## Underscore (Text toolbar)

Formats the selected characters with underline. If you click the button again, the formatting is removed.

## Status Bar command (View menu)

Use this command to display and hide the Status Bar, which describes the action to be executed by the selected menu item or depressed toolbar button, and keyboard latch state. A check mark appears next to the menu item when the Status Bar is displayed.

See [Status Bar](#) for help on using the status bar.

## Font and Formatting Properties

For each text label or variable field, you can control the appearance of the text on the Font and Formatting property page. Choose a font name, size, color, and attributes (e.g., bold, underline, and italic). The Formatting options enable you to control the format of the text within the text or field box (e.g., right justified in the box, left justified, or centered).

While the text can be black, dark gray, medium gray, light gray, or white, be sure it is in sharp contrast to the background shade specified on the Border and Background property page.

## Options

The default fax send options specified on this page are determined in the Fax Configuration property sheet in Interaction Administrator. If you are unfamiliar with the meaning of these options, we recommend you use the default values.

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### Retries

Enter zero (0) or a positive whole number indicating how many times the Fax Server should try to send the fax if it fails to send it on the first attempt (e.g., the line is busy or down).

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### Delay Between Retries

Enter zero (0) or a positive whole number indicating how many seconds the Fax Server should wait between the end of a fax failure and the next time it tries to send. The default value is 60 seconds, which is a reasonable wait between retries.

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### Page Header

Enter the page header text to appear in the top ¼ to ½ inch (0.635 to 1.27 cm) margin on each page. The length of the text is currently limited to twenty characters (by the fax board hardware). If this field is left blank, no text will appear at the top of each page.

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### Device Group

If more than one fax or group of faxes is installed on the CIC server, you can select which fax or fax group to use.

1. Click the arrow to open the list of devices.
2. Choose a device group, or select the asterisk (\*), which uses the first group available.

**Note:** If multiple fax device groups exist, check with your CIC or network administrator to find out which group you should use.

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### Station ID (Called Subscriber Identification)

Enter the sending fax phone number. This field is required since all fax transmissions must include the sending fax station's line number or other unique identification. This number is displayed on the receiving fax station's display window and fax log.

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### Transmission Speed

By default, the fax server uses the fastest transmission speed available on the fax modems. If necessary, you can specify another transmission speed.

1. Click on the arrow to open the list of transmission speeds.
2. Choose a baud rate for the fax modem to use when sending the fax.

## Border Style Properties

For each text label or variable field, you can optionally create a border around it and then choose the shape of that border. By default, borders are straight rectangles or squares. You can optionally specify a "Rounded" border which rounds the corners of a straight rectangle or square.

## Displayed Text

Enter the text you want to appear in the currently selected text box on the cover page. The text automatically wraps to fit within the border of the text box. You can resize the text box and change its appearance by grabbing the text box handles and resizing it. You can also customize or remove the border around the text on the Border and Background and the Style property pages. The font, size, color, and formatting of the text is controlled on the Font and Formatting property page.

## Specify the Length of a Cover Page

When you first open Interaction Fax Cover Page Editor, the **Select Page Length** dialog box appears. In this dialog box, you can select one of the predefined formats, or create your own custom format.

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### Selecting a Predefined Format

To select a predefined format:

1. From the **Format** list, select one of these formats:

- A4
- Letter
- Legal
- Default

The page length for the selected format appears in the Page Length field and the associated unit of measure appears in the Units field.

2. Click **OK** to continue to the **Interaction Fax Cover Page Editor** window.

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### Specifying a Custom Format

To specify a custom format:

1. From the **Format** list, select **Custom**.
2. In the **Page Length** field, specify the length of the custom cover page.
3. In the **Units** field, specify the unit of measure (mm or inch) associated with the page length value.
4. Click **OK** to continue to the **Interaction Fax Cover Page Editor** window.

#### Related Topics

[Creating Cover Pages](#)

## Using cover pages

Before you send a fax, you must first choose which cover page you want to use, and then enter address information about your fax recipient.

#### Related Topics

[Creating cover pages](#)

[Manage cover pages](#)

## Change log

Date	Changes
18-March-2019	Created this change log.