FaxTalk FaxCenter Pro 8
Job Aids
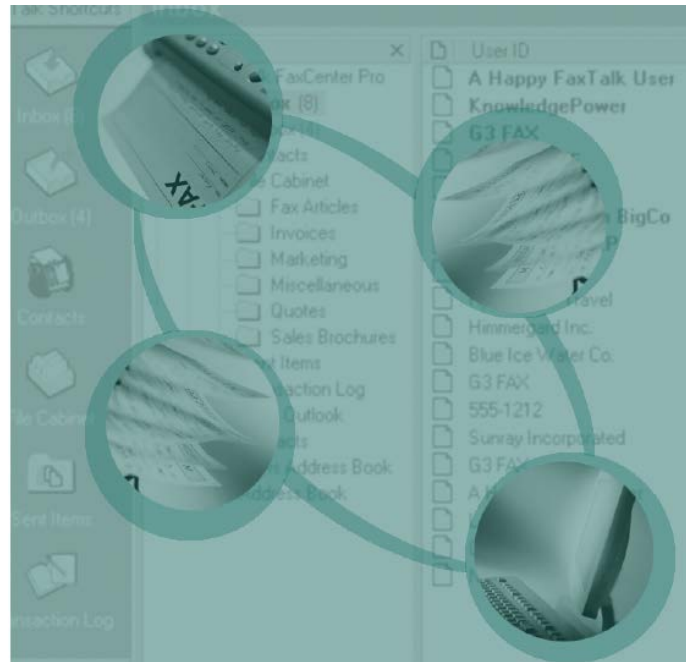
Revised September 30, 2013

FaxTalk - Table of Contents

FaxTalk - Sending a Fax

It is possible to fax authorization request forms, transfer prescriptions, MR codes, purchase orders, services, or reports from PharmaClik Rx through FaxTalk.

1. Once a fax has been sent from PharmaClik Rx, minimize PharmaClik Rx and open the application **FaxTalk FaxCenter Pro** from your taskbar.
   - If it is not already open right click the **FaxTalk** icon in the system tray and press or click **FaxTalk FaxCenter Pro**
2. Press or click the **Outbox** and the fax will have a status of **Sending**.
   - If the fax line is busy it will try to resend the fax
   - To set up the number of retries, press or click **Tools > Options > Dialing** subheading and enter the number of attempts
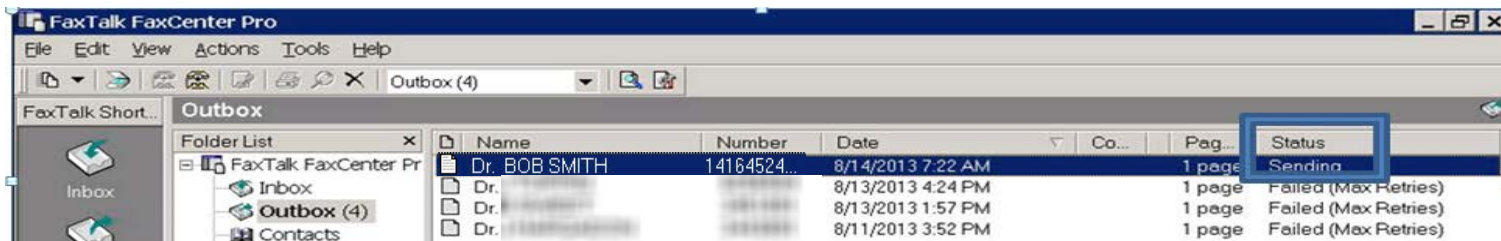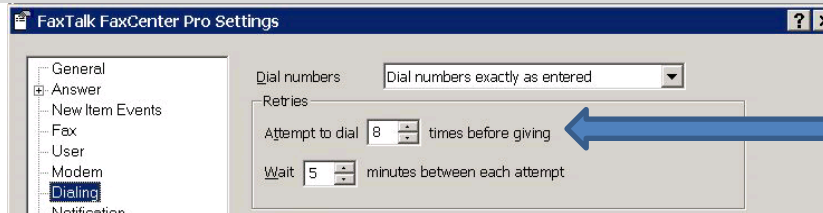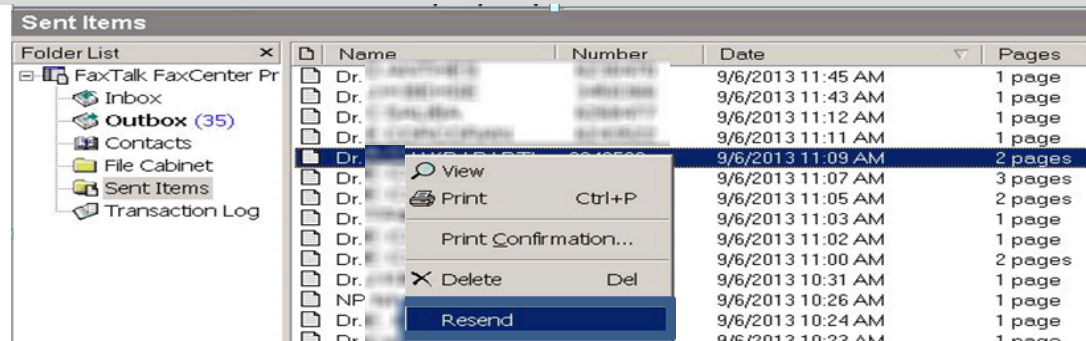

3. Press or click the **Transaction Log** to confirm the fax has a status of **Sent**.
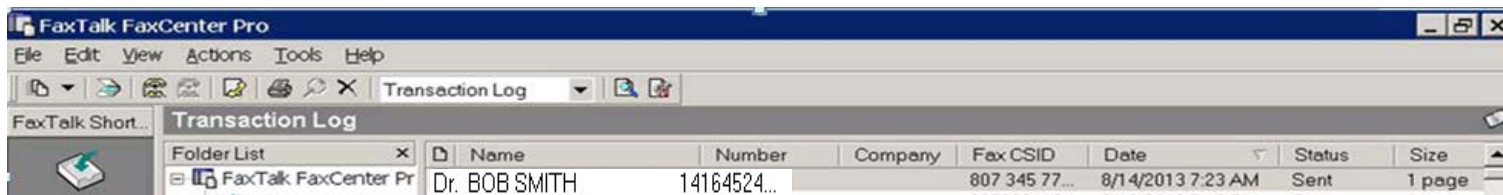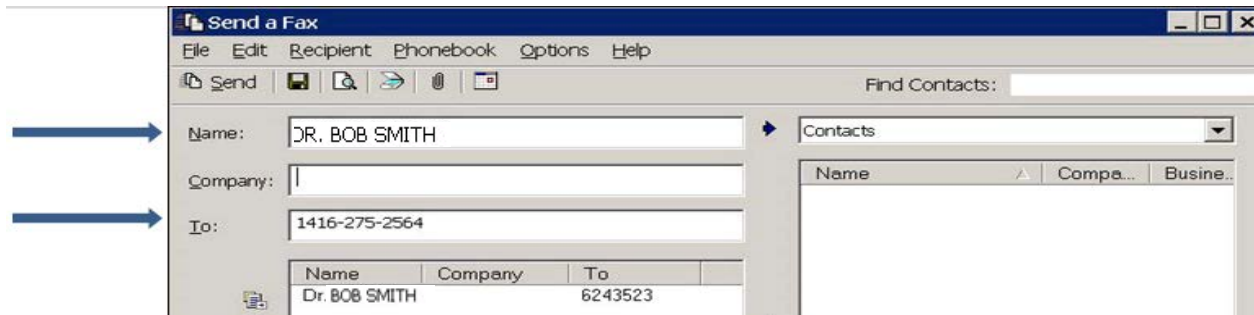
FaxTalk - Resending a Fax from the Sent Items

1. Open the application **FaxTalk FaxCenter Pro** from your taskbar.
2. In the **Sent Items,** right click the fax that needs to be resent.
3. Press or click **Resend** from the pop up menu.

| **Sent Items**				
Folder List ✕	Name	Number	Date	Pages
FaxTalk FaxCenter Pr	Dr.		9/6/2013 11:45 AM	1 page
Inbox	Dr.		9/6/2013 11:43 AM	1 page
Outbox (35)	Dr.		9/6/2013 11:12 AM	1 page
Contacts	Dr.		9/6/2013 11:11 AM	1 page
File Cabinet	Dr.		9/6/2013 11:09 AM	2 pages
Sent Items	Dr.	View	9/6/2013 11:07 AM	3 pages
Transaction Log	Dr.	Print Ctrl+P	9/6/2013 11:05 AM	2 pages
	Dr.		9/6/2013 11:03 AM	1 page
	Dr.	Print Confirmation...	9/6/2013 11:02 AM	1 page
	Dr.		9/6/2013 11:00 AM	2 pages
	Dr.	✕ Delete Del	9/6/2013 10:31 AM	1 page
	NP		9/6/2013 10:26 AM	1 page
	Dr.	Resend	9/6/2013 10:24 AM	1 page
	Dr.		9/6/2013 10:23 AM	1 page

4. Type in the name of the recipient for the fax in the **Name** field.
5. Type the fax number in the **To** field.
6. Make sure the check box for **Include a coversheet with this fax** is unchecked.
7. Press or click the **Send** button.
8. The fax will be resent in the **Outbox** and once successful, will appear in the **Transaction Log.**

Send a Fax					_ □ ✕
File Edit Recipient Phonebook Options Help					
Send 🖫 🗋 ⇒ 📎 🖽			Find Contacts:		
Name:	DR. BOB SMITH	►	Contacts		▼
Company:			Name ▲	Compa...	Busine..
To:	1416-275-2564				
	Name Company To				
	Dr. BOB SMITH 6243523				

FaxTalk- Resending a Failed Fax

If a fax fails it will show a **Failed** status in the Outbox. It is possible to resend a fax directly from FaxTalk.

1. Open the application **FaxTalk FaxCenter Pro** from your taskbar.

2. In the **Outbox,** right click on the fax that needs to be resent.

3. Select **Send Now** and the status will change to **Sending**.

4. Confirm that the fax has a status of sent in the **Transaction Log.**
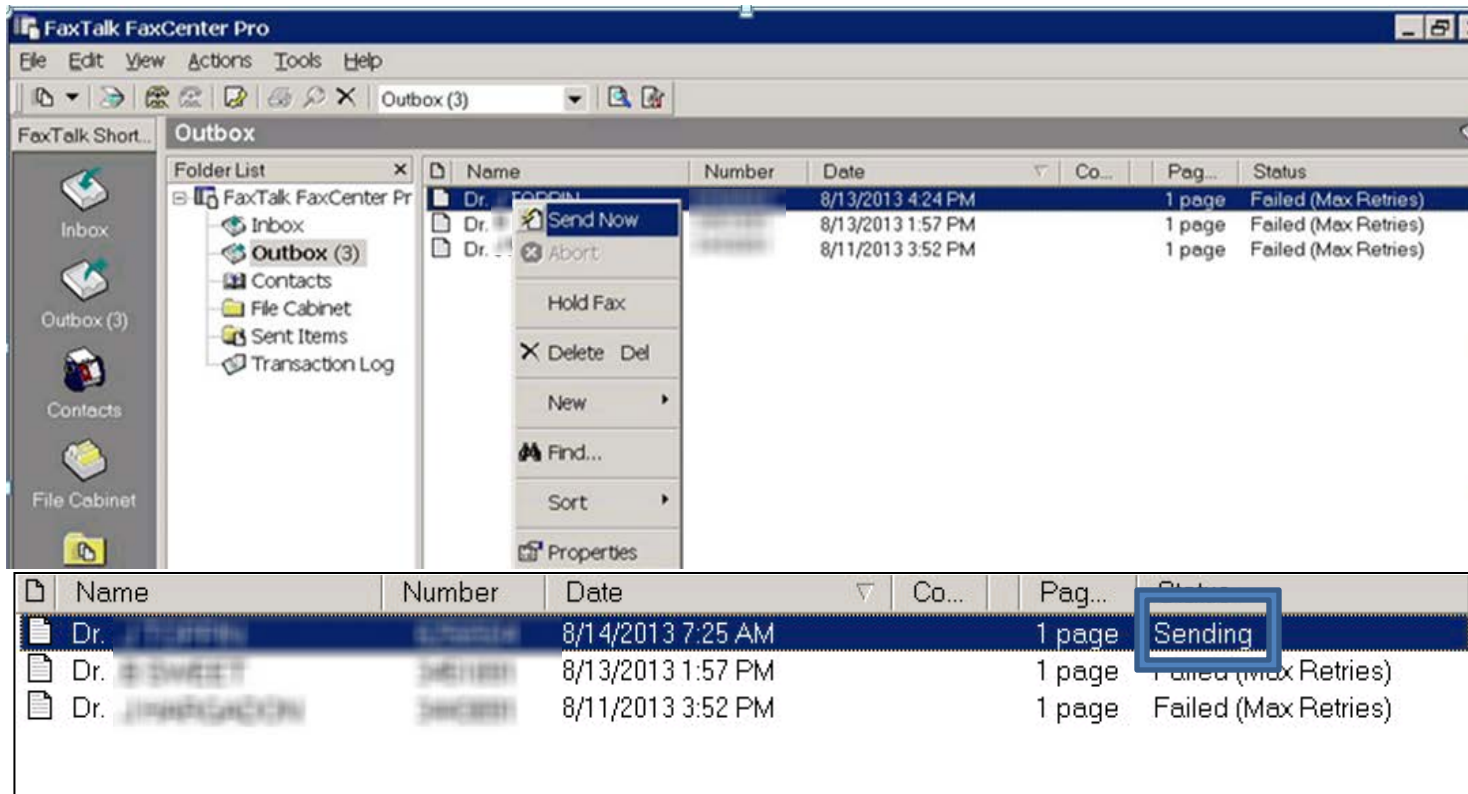
FaxTalk - Resending a Failed Fax with a Different Number

It is possible to resend a fax with a different fax number directly from FaxTalk.
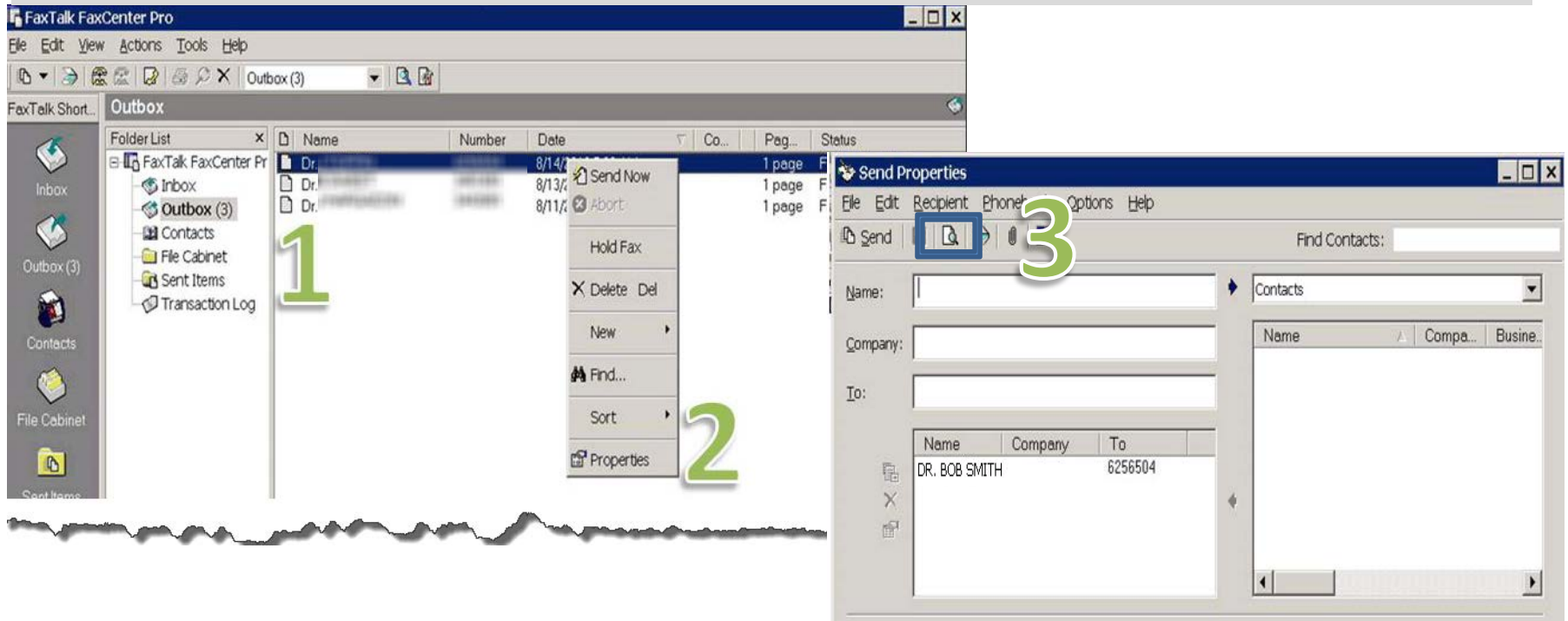
1. In the **Outbox** right click on the fax that needs to be resent.

2. Select **Properties** from the pop up menu.

3. Double click on the Recipient Name. The **Recipient Properties** window will display.

4. In the **To:** field, confirm that the fax number is correct. If it is not, enter the correct fax number and then press **OK**. You will be returned to the **Send Properties** window.

5. Press or click the **Send** button.

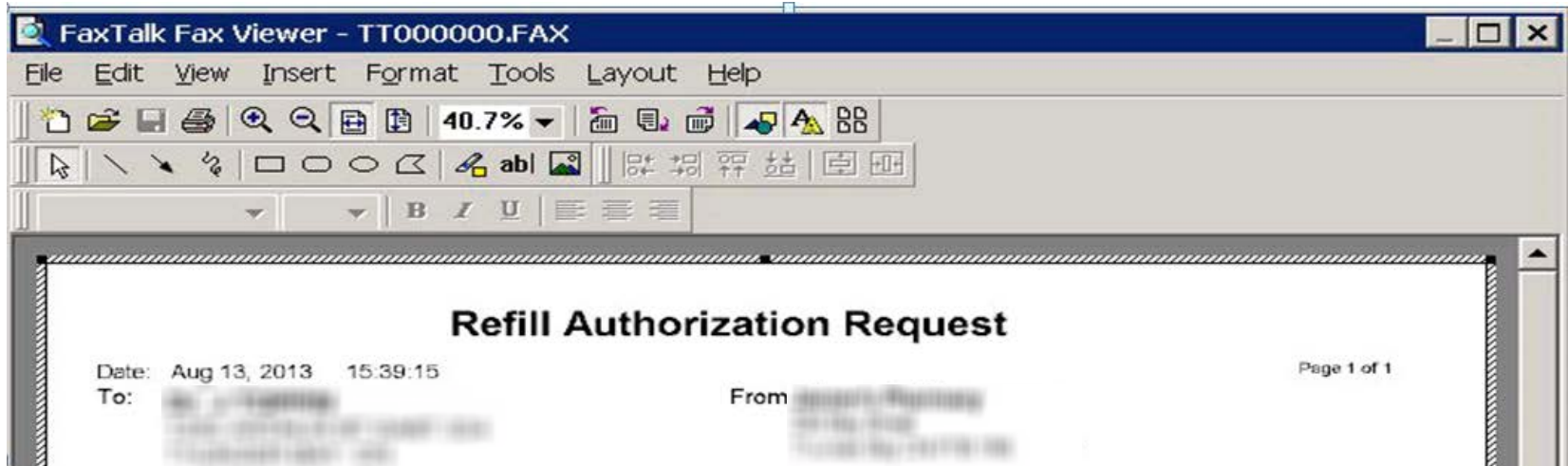6. Confirm that the fax has been sent in the **Transaction Log**.
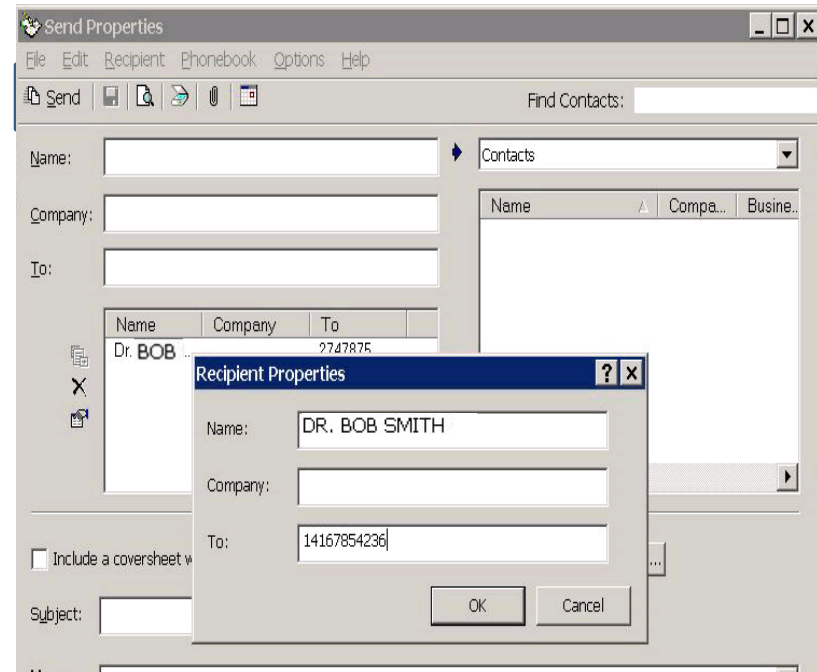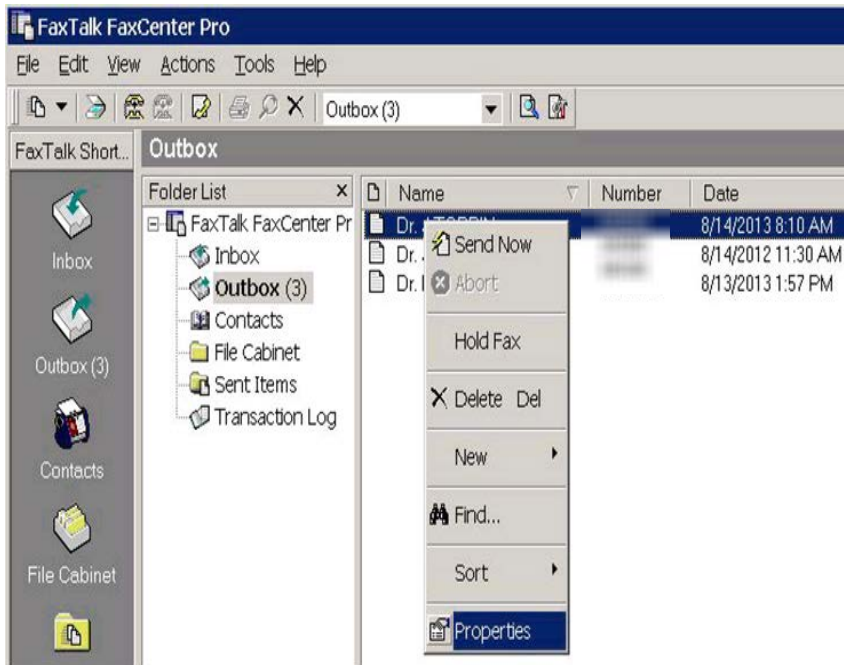
FaxTalk - How to Open FaxTalk Fax Viewer

- The FaxTalk Fax Viewer has a number of tools for manipulating the fax image that is being viewed.
- It is possible to view, print, rearrange, and edit fax documents.

1. Open the application **FaxTalk FaxCenter Pro** from your taskbar.

2. In the **Outbox,** right click on the fax.

3. Select **Properties** from the pop up menu.

4. Press or click the **Preview** button at the top of the **Send Properties** window. This will open the **Fax Viewer** window.

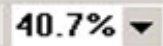## FaxTalk - How to Use FaxTalk Fax Viewer - At a Glance

FaxTalk Fax Viewer - TT000000.FAX

File Edit View Insert Format Tools Layout Help

Refill Authorization Request

Date: Aug 13, 2013 15:39:15
To:

From

Page 1 of 1

Print button – print a fax file

Zoom In and Out buttons – will increase or decrease the magnification

Zoom Level button – enter a custom magnification level

Rotating buttons – rotate or flip a fax document

Arrow button – insert an arrow onto the fax document

Highlight button – highlight portions of the fax to emphasize importance

**Text button** – insert text onto a fax page

FaxTalk – How to View or Print a Received Fax

Instead of automatically printing every fax that is sent to a store, FaxTalk can store these faxes for review.

1. Open the application **FaxTalk FaxCenter Pro** from your taskbar.

2. In the **Inbox,** right click on the fax that needs to be viewed or printed.

3. Press or click the **View** button from the pop up menu.

4. Press or click the Print button in the FaxTalk Fax Viewer window.
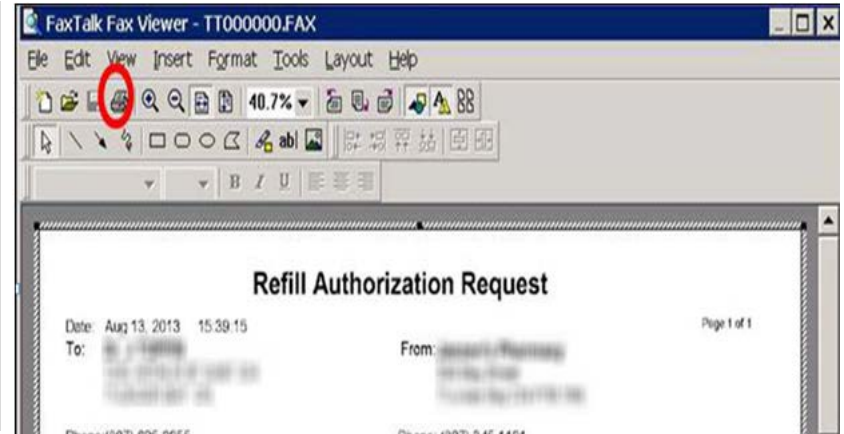

When a new fax is received, a sound and notification message can occur to indicate a new fax.

1. Open the application **FaxTalk FaxCenter Pro** from your taskbar.

2. Press or click **Tools** > **Options** from the main menu.

3. Press or click the **New Item Events** subheading.

4. Click the **Blink, Play Sound, Display** checkboxes to turn on/off the notifications for the computer that FaxTalk is installed on.

5. Press or click the **Apply** button.
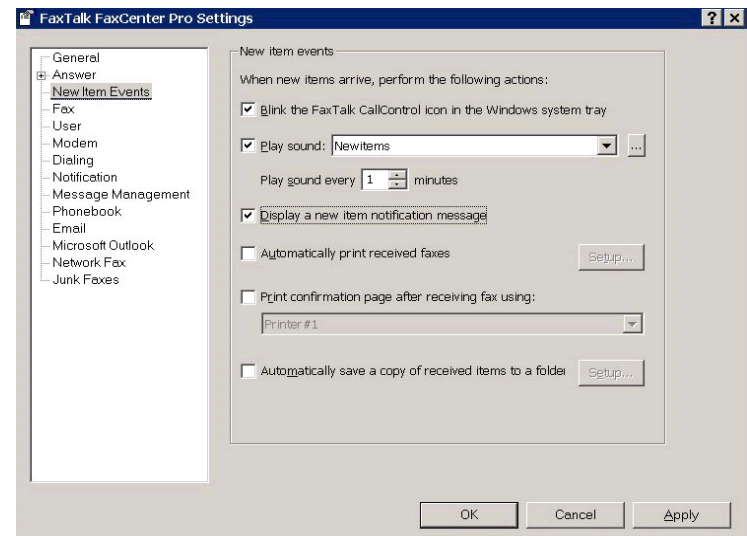
FaxTalk – How to Save a Received Fax

FaxTalk allows you to save a fax document on your computer, which you can then upload into PharmaClik Rx.
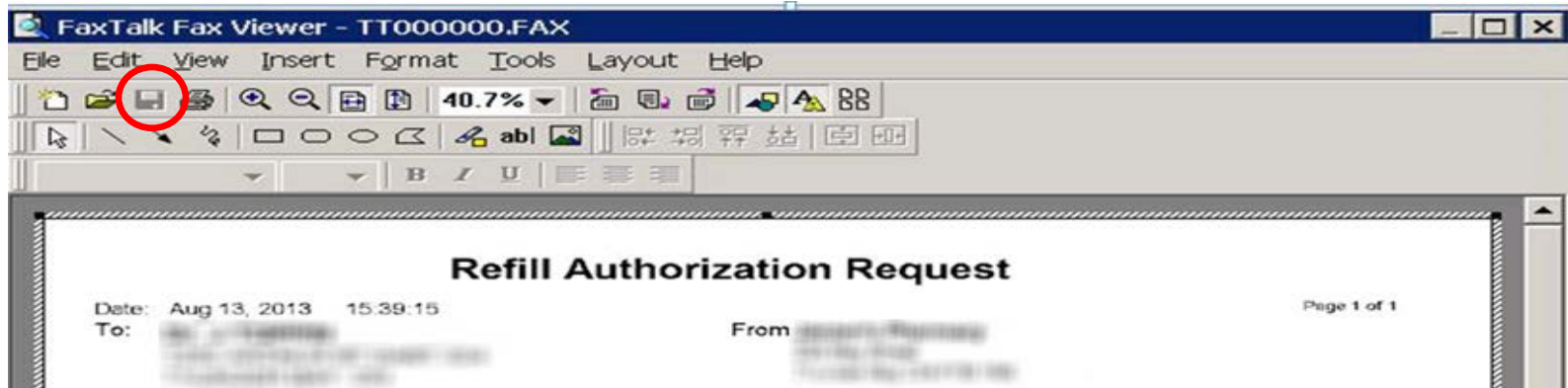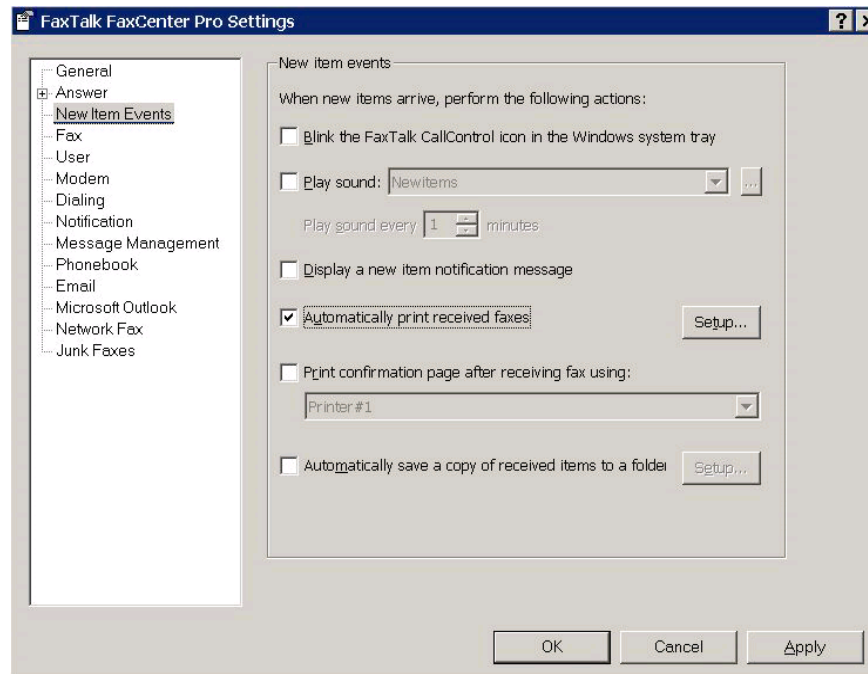
1. Open the application **FaxTalk FaxCenter Pro** from your taskbar.

2. In the **Inbox,** right click on the fax that needs to be saved to your computer.

3. Press or click the **View** button from the pop up menu.

4. Press or click the **Save** button in the FaxTalk Fax Viewer window.

5. Open PharmaClik Rx and, using the **Add** button in the Patient, Drug or Doctor record, upload the fax document and save it in the paperclip tab.
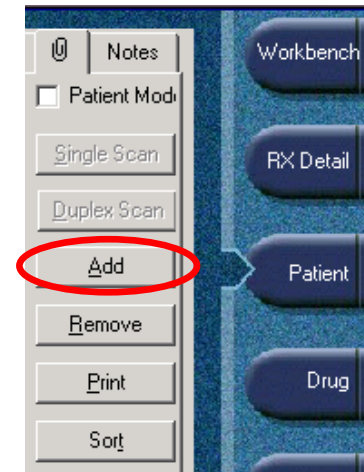
FaxTalk – Automatically Printing Received Faxes

FaxTalk can automatically print received faxes to a selected printer.

1. Open the application **FaxTalk FaxCenter Pro** from your taskbar.
2. Press or click **Tools** > **Options** from the main menu.
3. Press or click the **New Item Events** subheading.
4. Click the **Automatically print received faxes** checkbox.
5. Click the **Setup…** button to select the printer all received faxes will print to.
6. Press or click the **Apply** button.

FaxTalk – Disabling Inbox Feature

- If your store does not want to receive faxes to the FaxTalk Inbox or the printer it is possible to turn off this feature.
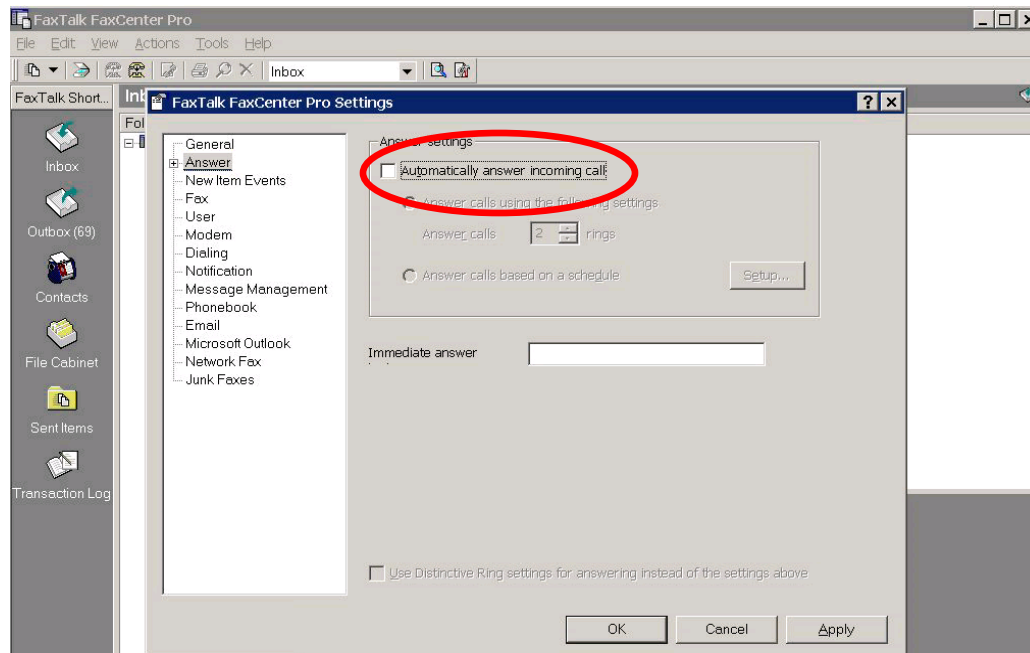- All faxes will then be sent to print on your fax machine.

1. Open the application **FaxTalk FaxCenter Pro** from your taskbar.

2. Press or click **Tools** > **Options** from the main menu.

3. Press or click the **Answer** subheading.

4. Uncheck the **Automatically answer incoming call** check box.

5. Press or click the **Apply** button.

FaxTalk – Faxing Reports

- Reports can be faxed from PharmaClik Rx, but FaxTalk must be running on that computer.
- FaxTalk will send the report to the fax number that you have specified.

1. In PharmaClik Rx Reports, select the report to be faxed and enter the **Report Criteria**.

2. Press or click the **Preview** button.

3. Review the information displayed on the screen to ensure that it is the correct report.

4. Press or click the select **Printer** button.

5. Scroll through the screen until you find the report that you are faxing and highlight the report.

6. Select the **Prompt** checkbox for the selected report.

7. Press or click the **OK** button in the **Select Default Printer** window.

8. Press or click the **Print** button in the preview window. The **Printer Settings** window will open.

9. Select from the drop-down **FaxTalk Fax Center Pro 8** and then press or click the **OK** button. The **FaxTalk Pro Send** window will open.

10. Fill in the recipient information.

11. Press or click the **Send** button.

Pharmacy	Rx Detail	Patient	User	Pricing	Var. Pricing	Capitation	**System**

Report	Printer	Tray	Paper	Prompt	
Accounts Receivable Exceptions	\\PP00414495\Sna ▼	Default ▼	Plain Paper ▼	☑	▲
Activities Report	\\PP00414495\Sna ▼	Default ▼	Plain Paper ▼	☑	
Administration Time for a Period	\\PP00414495\Sna ▼	Default ▼	Plain Paper ▼	☑	
Administration Time Report - Curre	\\PP00414495\Sna ▼	Default ▼	Plain Paper ▼	☑	
Administration Time Summary	\\PP00414495\Sna ▼	Default ▼	Plain Paper ▼	☑	
Alberta Wellnet Response File	\\PP00414495\Sna ▼	Default ▼	Plain Paper ▼	☑	
Amantadine Dosage	\\PP00414495\Sna ▼	Tray 1 ▼	Plain Paper ▼	☑	▼