

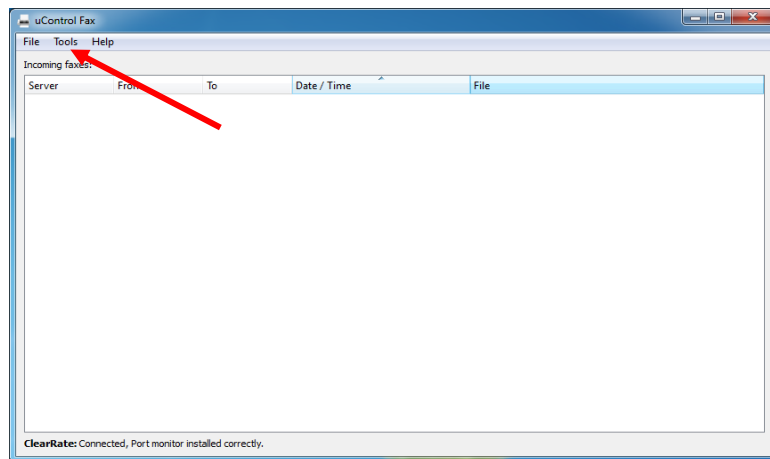


C L E A R R A T E

uControl Fax Configuration

Download software agent from [https://www.clearrate.com/static-assets/files/resources/ucontrolfax%20\(1\).exe](https://www.clearrate.com/static-assets/files/resources/ucontrolfax%20(1).exe)

1. Install software by double clicking the downloaded application icon from step 1.
 1. Defaults are acceptable when installing.
2. After software is installed, open the application.
3. Click on **Tools** menu & then select **Settings** in the software agent.



4. Within the settings menu click the **Add** button.
5. Fill out the Server & Host information as shown below:
 1. The **Extension** and **Secret** will be provided by Clear Rate for each user

Server settings

Server name:
ClearRate

Hostname (IP address):
ucfax1.clearrate.com

Extension:
XXX

Secret:
|

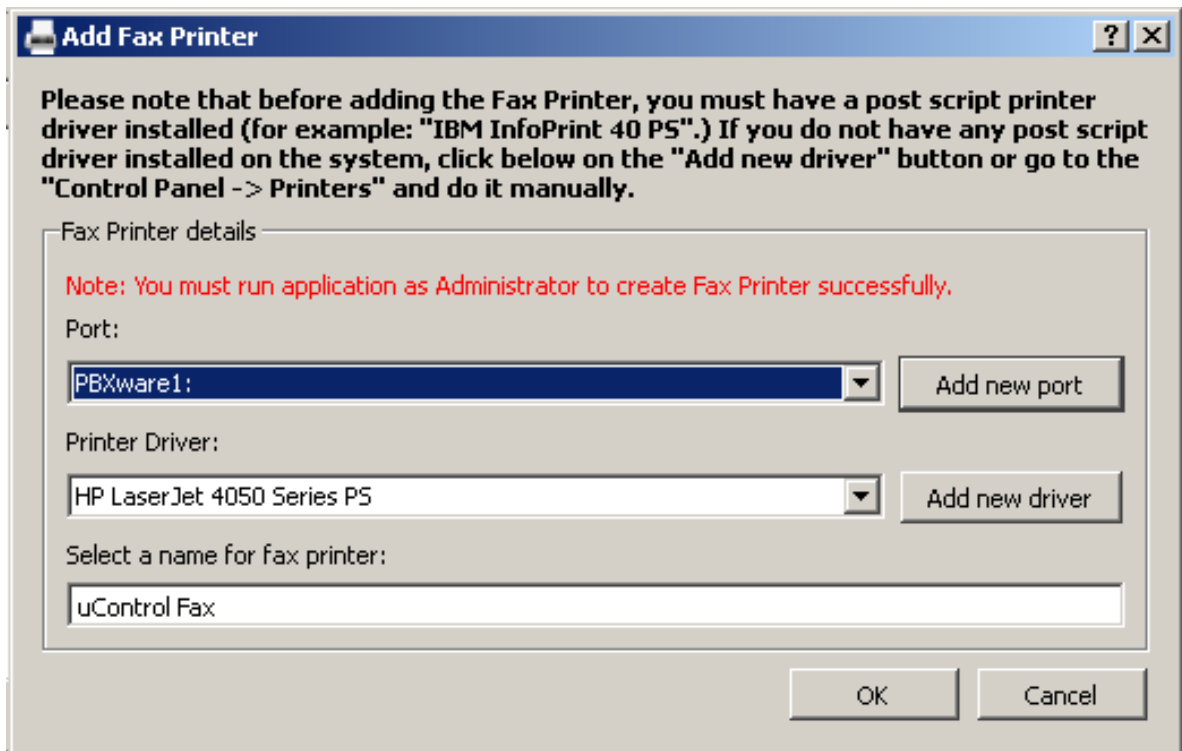
OK Cancel

6. Test EXT is 106 / secret is 4o02se8_Aw-NayGM

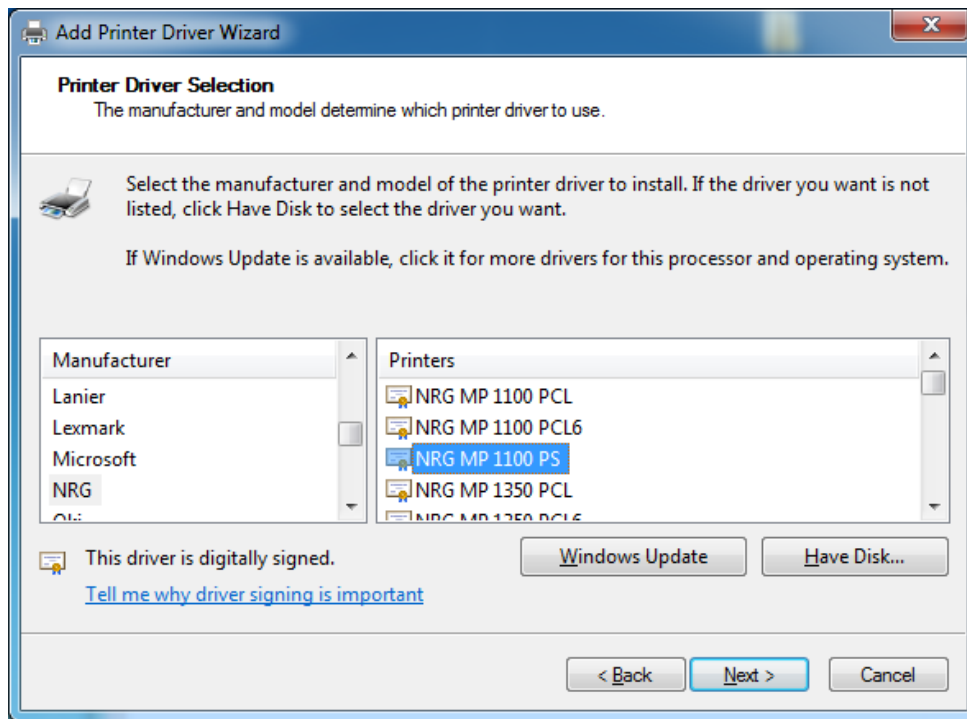
Your **EXT** is

SECRET is

7. Click Ok twice. You will return to the main software window.
8. In the lower left hand corner of the window it should now say
 1. "ClearRate: Connected, Port monitor installed correctly".
9. The next step is to add the fax printer driver
 1. This allows you to fax out from any printable program.
10. To do this: go back to the **Tools** menu & click **Add Printer**
 1. In the window that opens verify you already have PBXware1 listed in the dropdown list for Port.
 2. If not, click the "add new port" button.
11. Next click the **Add New Driver** Button. (see screenshot below)



12. When you click add new driver the Windows add printer driver wizard will open.
 1. You can click next until you are given the Printer Driver Selection screen with a listing of available drivers on the system.
 2. Any postscript driver should work.
 3. We have found that the HP LaserJet 4050 Series PS driver works and appears to be available on all Windows XP installations, whereas the NRG MP 1100 PS appears to work on all Windows 7 installations.
 4. Choose HP or NRG as appropriate from the manufacturer list and then HP LaserJet 4050 Series PS or NRG MP 1100 PS from the printers list as shown below:



13. Click next & finish to complete adding the driver
 1. This will bring you back to the add fax printer window.
 2. You should now have **PBXware1** listed in the port drop down list, and NRG MP1100 PS or HP LaserJet 4050 Series PS in the driver drop down list.
 3. Make sure you **click OK** here to actually add the printer, if cancel is hit then the printer will not be created.

At this point you should be configured correctly. To test your setup - open a word document and type Test a few times then choose Print, and choose the uControl Fax printer that should be available in their list of printers now.

A window will pop up from the fax agent software prompting for the number to send to. You can use 10 digits (area code + number) or 1+ dialing (1+areacode+number), either works.

If you do not see the uControl Fax printer in your list of printers when you go to do a test fax, go back into Tools → add fax printer. Make sure Port still says "PBXWare1:" and Printer Driver still says NRG MP1100 PS or HP LaserJet 4050 Series PS. Click OK & try your test fax again.

If after configuring the software agent and attempting a test fax you are given the message "it appears faxagent is not running or running under a different privilege level...etc" , File→>Exit from the fax agent, and verify there are no other instances of the fax agent running by checking the taskbar and verifying there are no other instances present. Then re-open the fax agent and try again.