

# 11-"FAXTALK FAXCENTER PRO" INSTALLATION AND USE FOR A "WINDOWS 11.." COMPUTER

by Francis Chao  
fchao2@yahoo.com

**Web location for this  
presentation:**

<http://aztcs.apcug.org>

Click on "Meeting Notes"

email: fchao2@yahoo.com

# SUMMARY

The not-free "FaxTalk FaxCenter Pro" works reliably in all feature editions of "Windows 11.." while the Microsoft's free "Windows Fax and Scan" has a history of temporary failures such as for the 24H2 feature edition of "Windows 11..

# SHORT DESCRIPTION FOR INSTALLING "WINDOWS FAX AND SCAN" INTO WINDOWS 11..

- You can install the free 15-day trial of "FaxTalk FaxCenter Pro" at <https://www.faxtalk.com/download-trial-software/>



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Download Free Trial Fax Software

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**FaxTalk**

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## FaxTalk FaxCenter Pro 15 Day Trial

FaxTalk FaxCenter Pro 10 is an easy-to-use, powerful send and receive fax software that manages your incoming and outgoing fax communications quickly, efficiently, and reliably. Download a free 15 day trial of the FaxTalk FaxCenter Pro 10 software and turn your computer into an advanced fax communications center.

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FaxTalk FaxCenter Pro 10 is an easy-to-use, powerful send and receive fax software that manages your incoming and outgoing fax communications quickly, efficiently, and reliably. Download a free 15 day trial of the FaxTalk FaxCenter Pro 10 software and turn your computer into an advanced fax communications center.

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# FAXTALK FAXCENTER PRO 10 TRIAL DOWNLOAD

Select desired language:

English

Please click the Download button to begin the download of the FaxTalk FaxCenter Pro 10 Trial software.

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## Purchasing FaxTalk FaxCenter Pro 10

You can order FaxTalk FaxCenter Pro 10 immediately using our secure online ordering system or by calling **1-800-532-**



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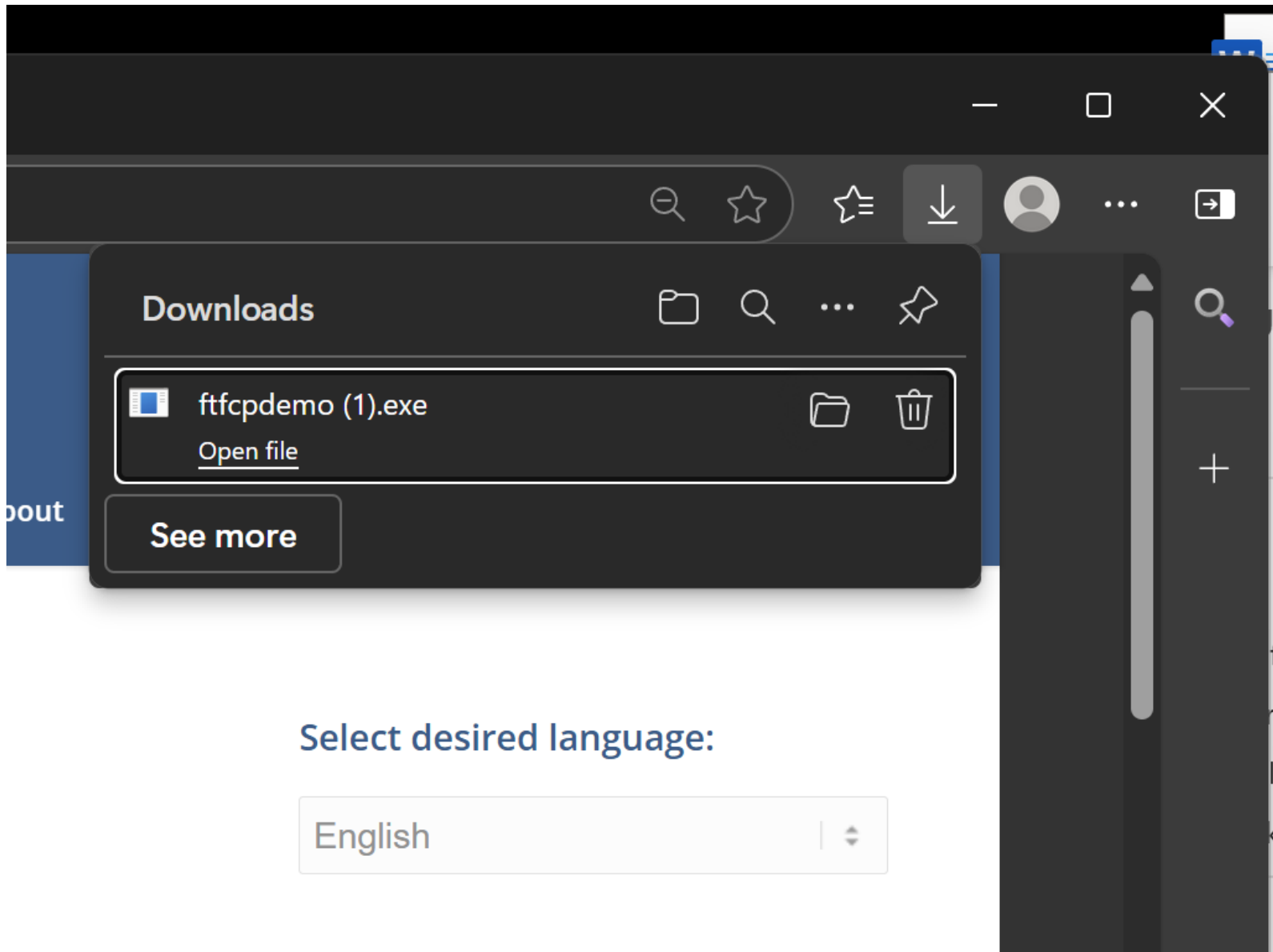
Please click the Download button to begin the download of the FaxTalk FaxCenter Pro 10 Trial software.

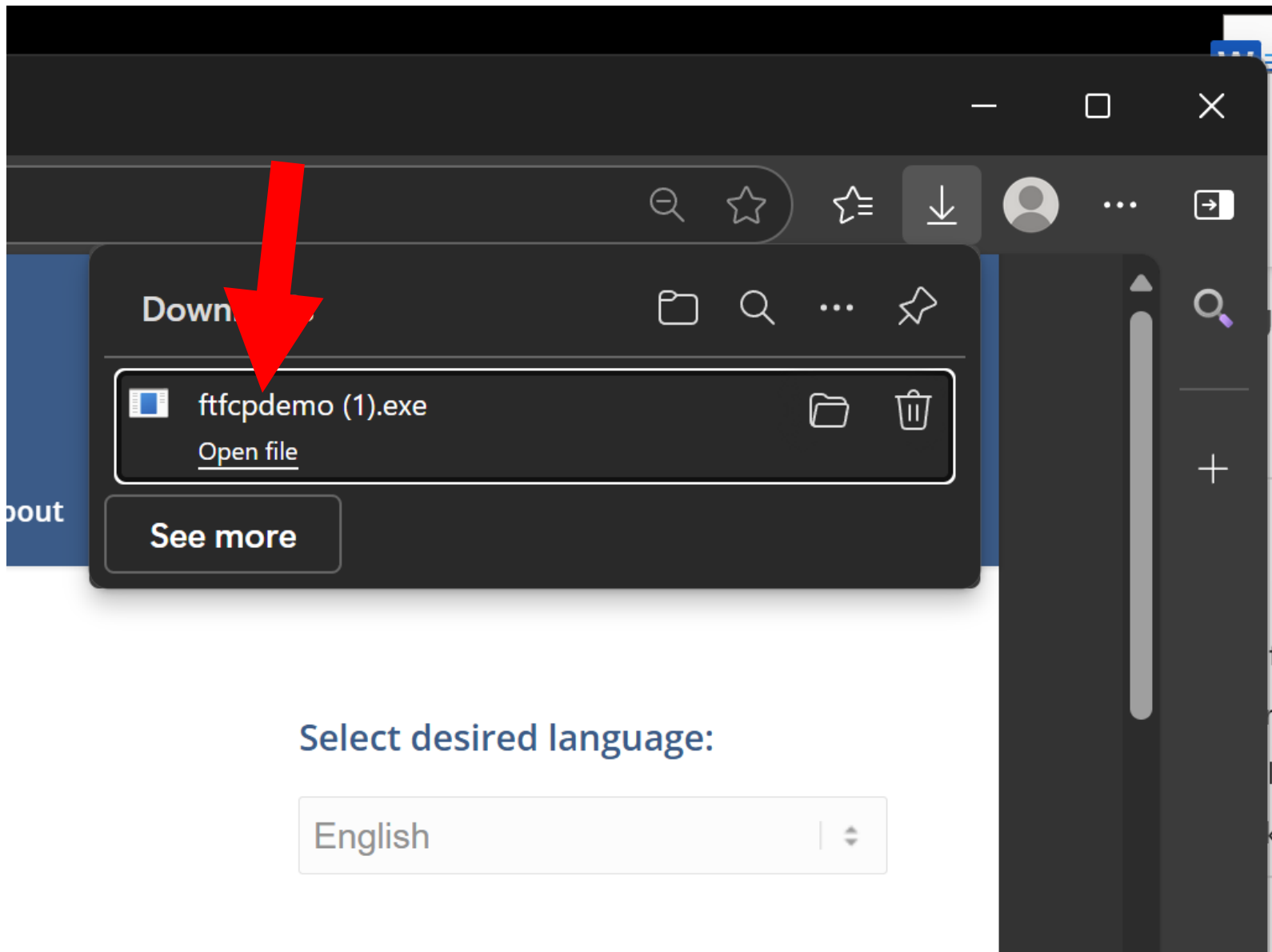
[Download Free Trial](#)

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### Purchasing FaxTalk FaxCenter Pro 10

You can order FaxTalk FaxCenter Pro 10 immediately using our secure online ordering system or by calling **1-800-532-**







FaxTalk FaxCenter Pro 10 Trial - InstallShield Wizard



## Welcome to the InstallShield Wizard for FaxTalk FaxCenter Pro 10 Trial

The InstallShield(R) Wizard will install FaxTalk FaxCenter Pro 10 Trial on your computer. To continue, click Next.

WARNING: This program is protected by copyright law and international treaties.

< Back

Next >

Cancel

## License Agreement

Please read the following license agreement carefully.

Be sure to carefully read and understand all of the rights and restrictions described in the EULA. You will be asked to review and either accept or not accept the terms of the EULA. This product will not set up on your computer unless or until you accept the terms of the EULA. NOTE: The terms of a printed, paper EULA which may accompany the SOFTWARE PRODUCT supersede the terms of any on-screen EULA found within the SOFTWARE PRODUCT.

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END-USER LICENSE AGREEMENT FOR FAXTALK SOFTWARE  
IMPORTANT-READ CAREFULLY: This FaxTalk End-User License Agreement

- ☐ I accept the terms in the license agreement
- ☒ I do not accept the terms in the license agreement

Print

InstallShield

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InstallShield

< Back

Next >

Cancel





## Customer Information

Please enter your information.

User Name:

Organization:

InstallShield

< Back

Next >

Cancel

## Destination Folder

Click Next to install to this folder, or click Change to install to a different folder.



Install FaxTalk FaxCenter Pro 10 Trial to:

C:\Program Files (x86)\FaxTalk Trial\

Change...

InstallShield

< Back

Next >

Cancel



## FaxTalk FaxCenter Pro 10 Trial - InstallShield Wizard



### Destination Folder

Click Next to install to this folder, or click Change to install to a different folder.



Install FaxTalk FaxCenter Pro 10 Trial to:

C:\Program Files (x86)\FaxTalk Trial\

Change...

InstallShield

< Back

Next >

Cancel





FaxTalk FaxCenter Pro 10 Trial - InstallShield Wizard



## Ready to Install the Program

The wizard is ready to begin installation.

Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.

InstallShield

< Back

Install

Cancel

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Click Install to begin the installation.

If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.



InstallShield

< Back

Install

Cancel

User Account Control



Do you want to allow this app to make changes to your device?



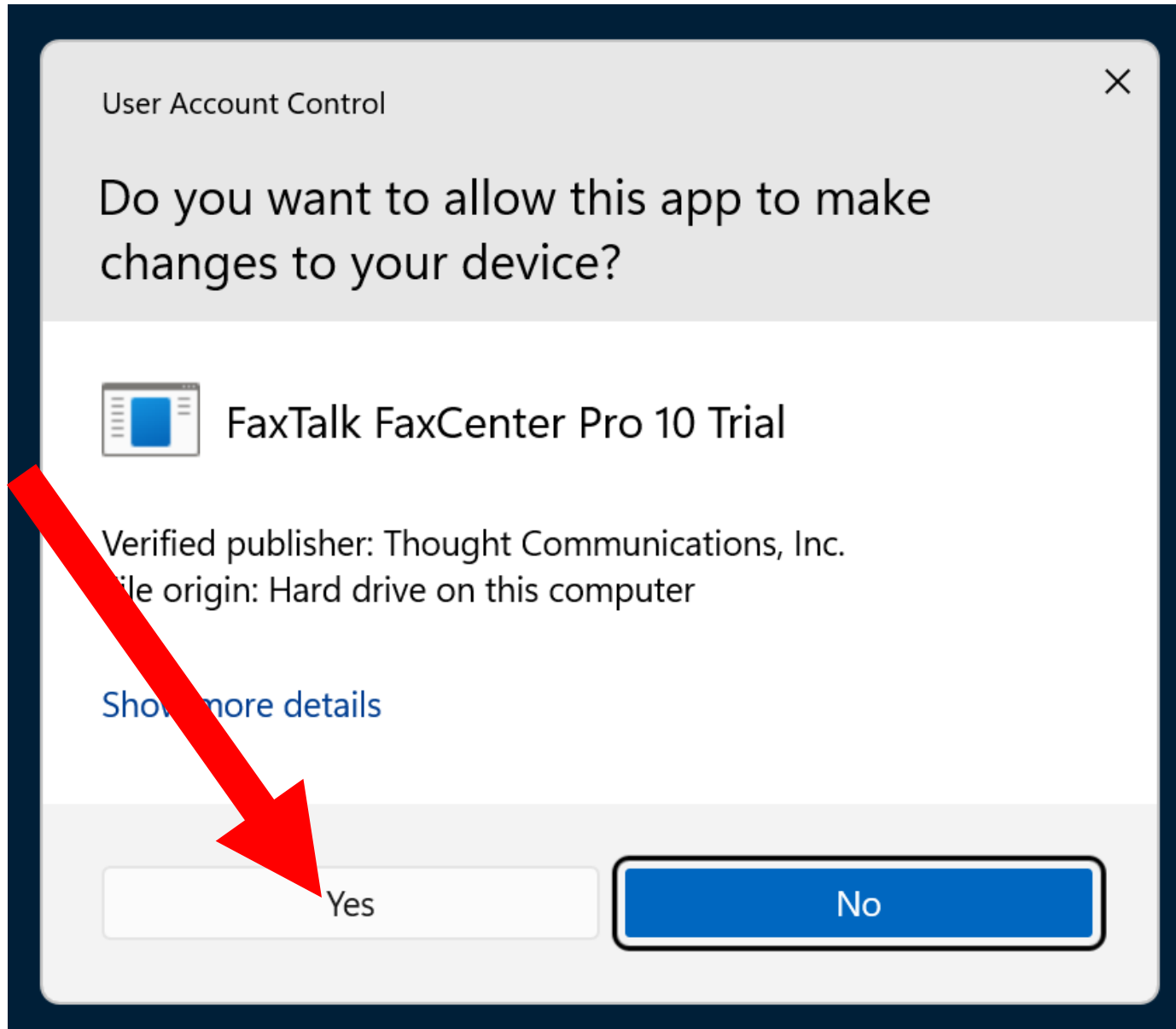
FaxTalk FaxCenter Pro 10 Trial

Verified publisher: Thought Communications, Inc.  
File origin: Hard drive on this computer

[Show more details](#)

Yes

No



The program features you selected are being installed.

## Connection Method Selection



Select a modem to use with FaxTalk

Please select the modem you wish to use with FaxTalk:

Conexant USB CX93010 ACF Modem

When you click the Next button FaxTalk will determine the modem's features and capabilities.

Before clicking Next, please exit any programs that may be using the modem.

☐ Don't query the modem, I will select it from a list.

< Back

Next >

Cancel



The program features you selected are being installed.

### Connection Method Selection



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☐ Don't query the modem, I will select it from a list.

< Back

Next >

Cancel

The program features you selected are being installed.

## Connection Query



FaxTalk FaxCenter Pro is querying the Connection to determine the capabilities.

This may take a few moments...

Status:



Results:

Empty text box for results.

Retry

< Back

Next >

Cancel

The program features you selected are being installed.

### Connection Query



FaxTalk FaxCenter Pro is querying the Connection to determine the capabilities.

This may take a few moments...

Status:



Results:

Class 1 support detected.  
Maximum fax send speed is 14400 bps.  
Maximum fax receive speed is 14400 bps.  
Conexant SP3131 voice support reported.

Retry

< Back

Next >

Cancel

The program features you selected are being installed.

### Connection Query



FaxTalk FaxCenter Pro is querying the Connection to determine the capabilities.

This may take a few moments...

Status:



Results:

Class 1 support detected.  
Maximum fax send speed is 14400 bps.  
Maximum fax receive speed is 14400 bps.  
Conexant SP3131 voice support reported.

Retry

< Back

Next >

Cancel

## Fax Settings



Please enter your Fax ID and Fax Number as they should appear on your faxes and coversheets.

The Fax CSID can be your name, your company's name, or anything you wish. It is used as an identifier by fax machines with which you communicate.

CSID:

The Fax Number appears at the top of the faxes you send. Enter the phone number of the computer you are using to send faxes.

Fax Number:

< Back

Next >

Cancel

The program features you selected are being installed.

## Fax Settings



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Fax Number:

< Back

Next >

Cancel

## Fax Settings



Fax

ext



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Next >

Cancel

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< Back

Next >

Cancel



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CSID:

The Fax Number appears at the top of the faxes you send. Enter the phone number of the computer you are using to send faxes.

Fax Number:

< Back

Next >

Cancel

## Installing FaxTalk FaxCenter Pro 10 Trial

The program features you selected are being installed.



Please wait while the InstallShield Wizard installs FaxTalk FaxCenter Pro 10 Trial. This may take several minutes.

Status:



InstallShield

< Back

Next >

Cancel



## InstallShield Wizard Completed

The InstallShield Wizard has successfully installed FaxTalk FaxCenter Pro 10 Trial. Click Finish to exit the wizard.

< Back

Finish

Cancel



## InstallShield Wizard Completed

The InstallShield Wizard has successfully installed FaxTalk FaxCenter Pro 10 Trial. Click Finish to exit the wizard.

< Back

Finish

Cancel



User Guide  
for FaxTalk F...



FaxTalk  
FaxCenter Pro  
10

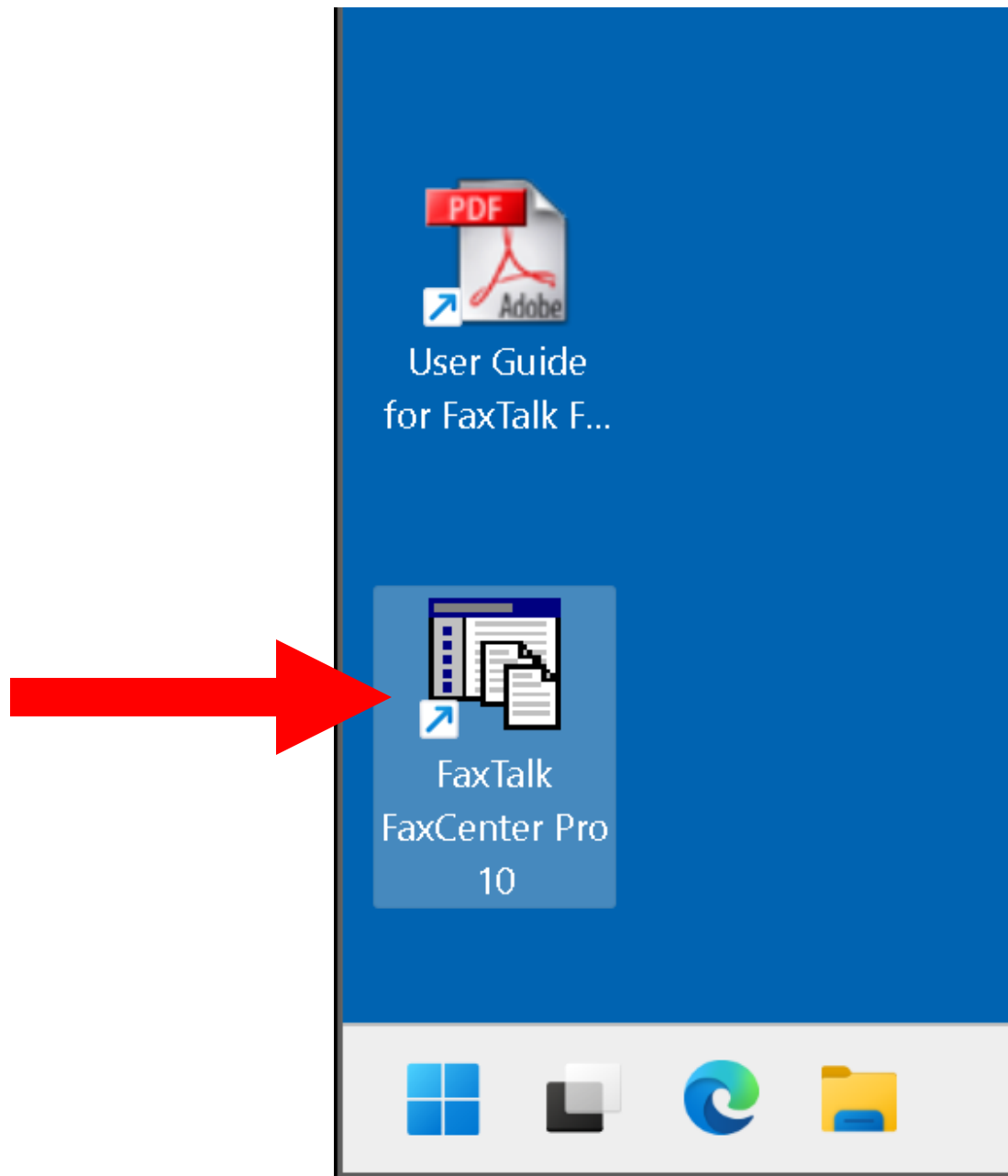


# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS

- Unlike the free "Windows Fax and Scan", the "FaxTalk FaxCenter Pro" app lets you follow the problem resolution steps when you encounter fax transmitting and/or receiving problems when you are using a "Voice Over IP" phone line:

# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

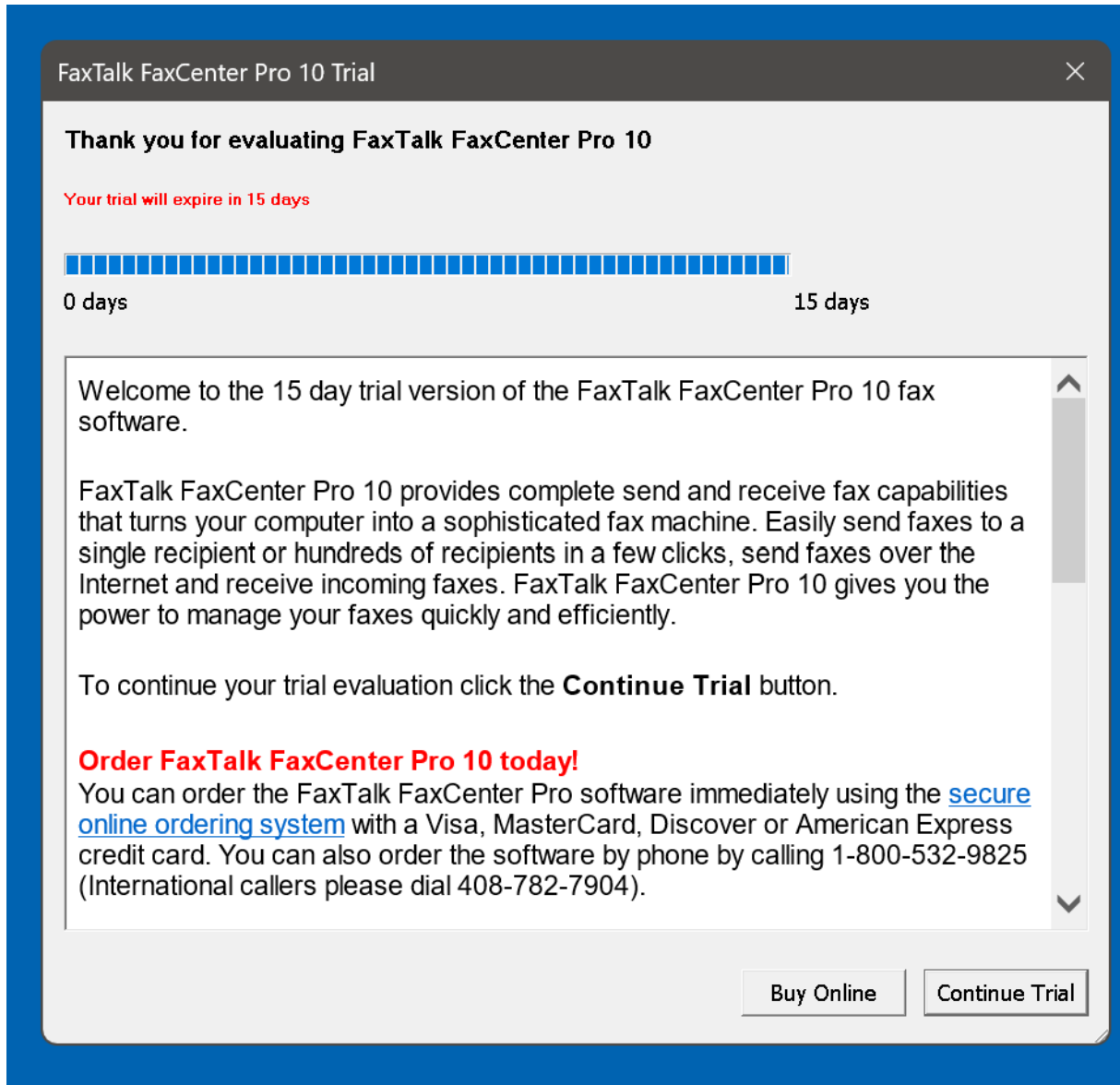
- Step 1:  
Start up the "FaxTalk FaxCenter Pro" app:

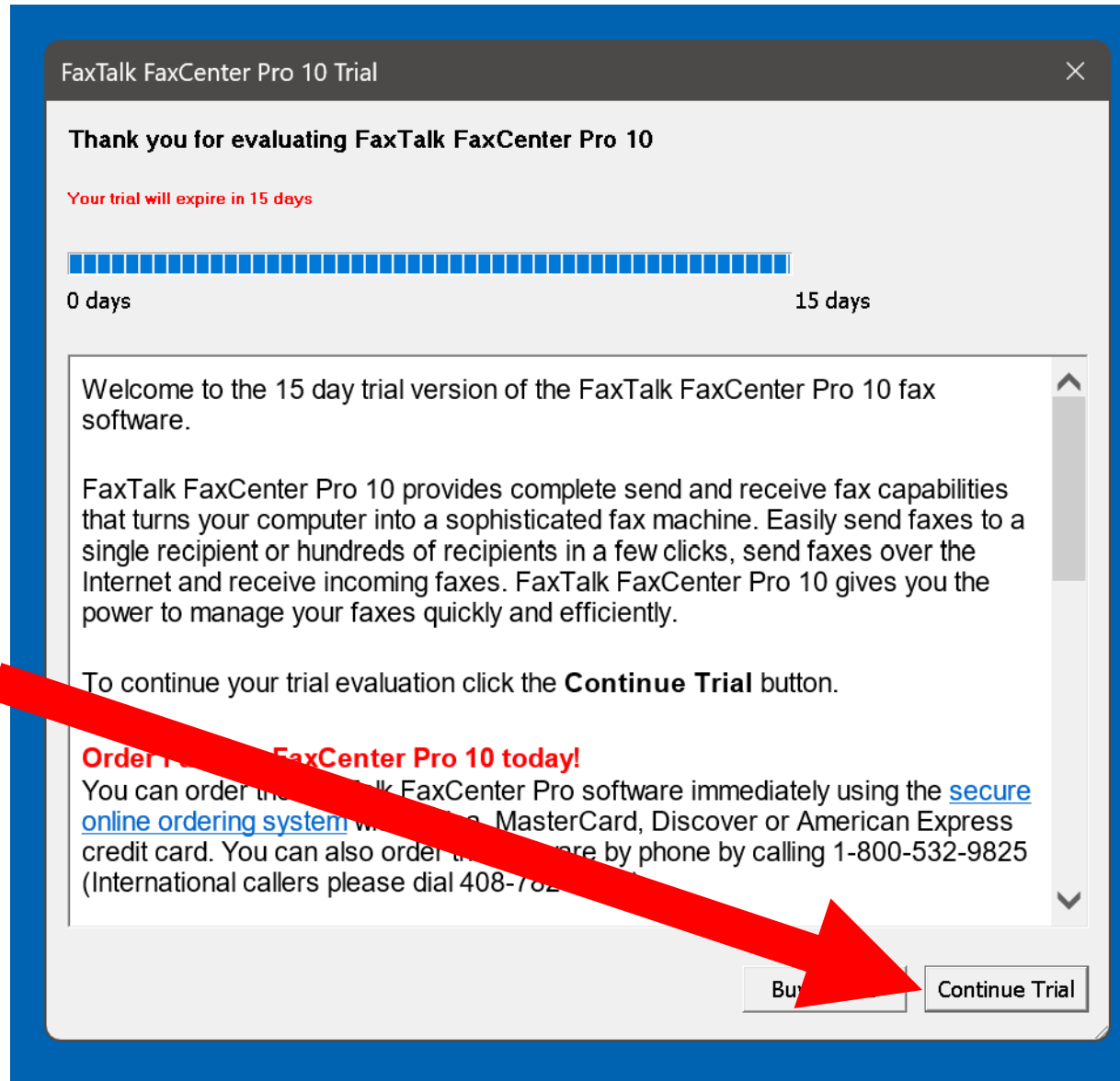




# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

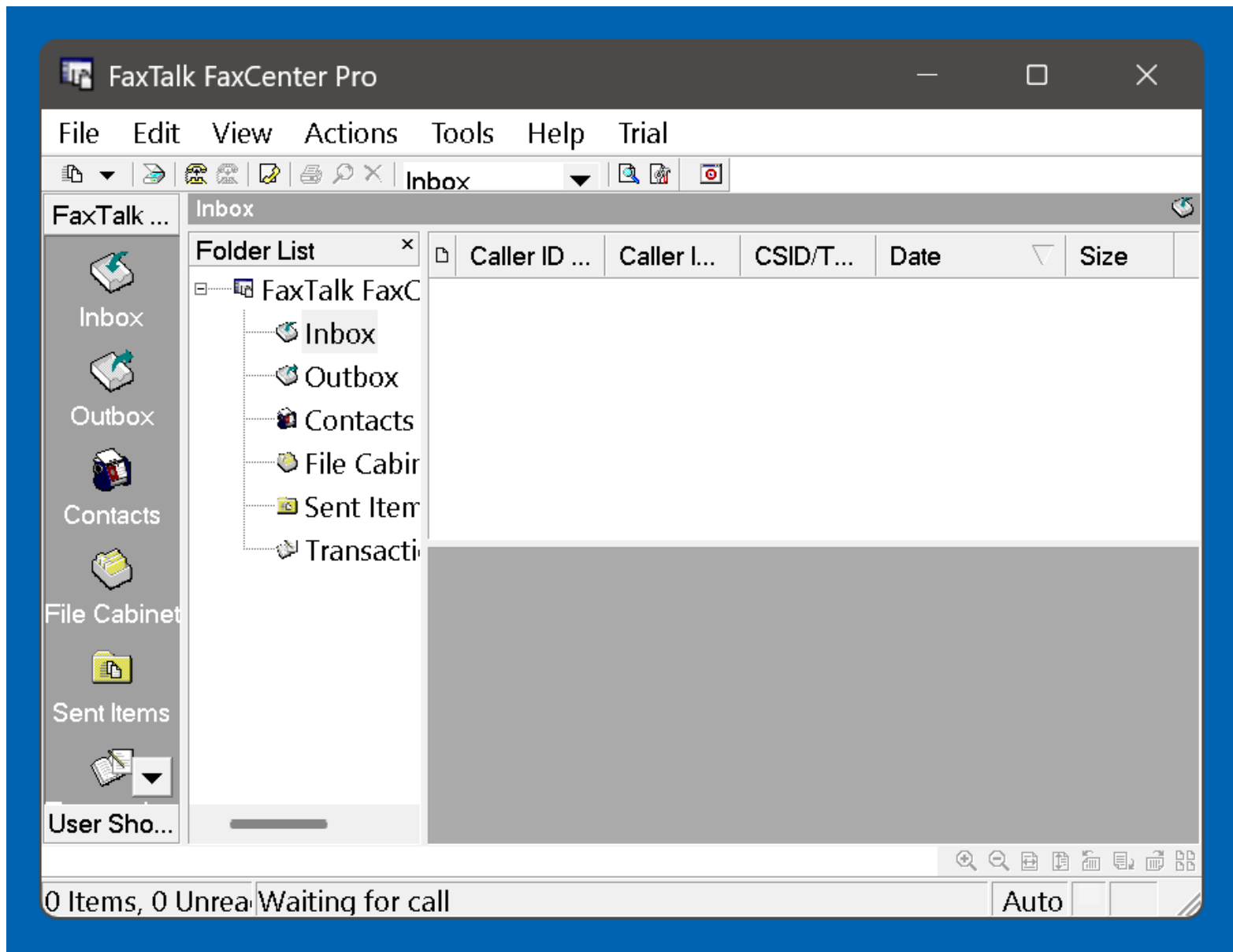
- Step 2:  
Use the left mouse button to click on "Continue Trial":

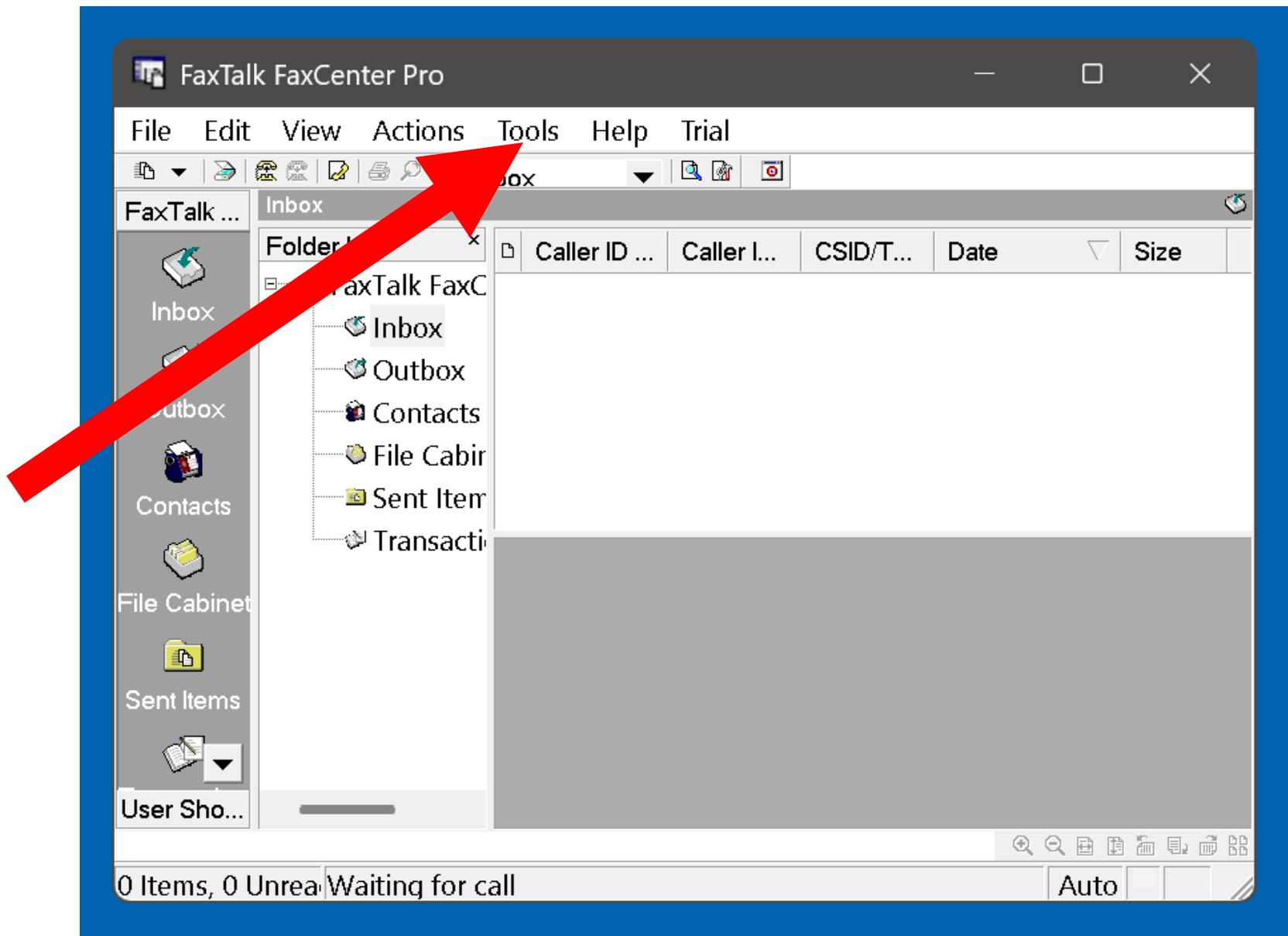




# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

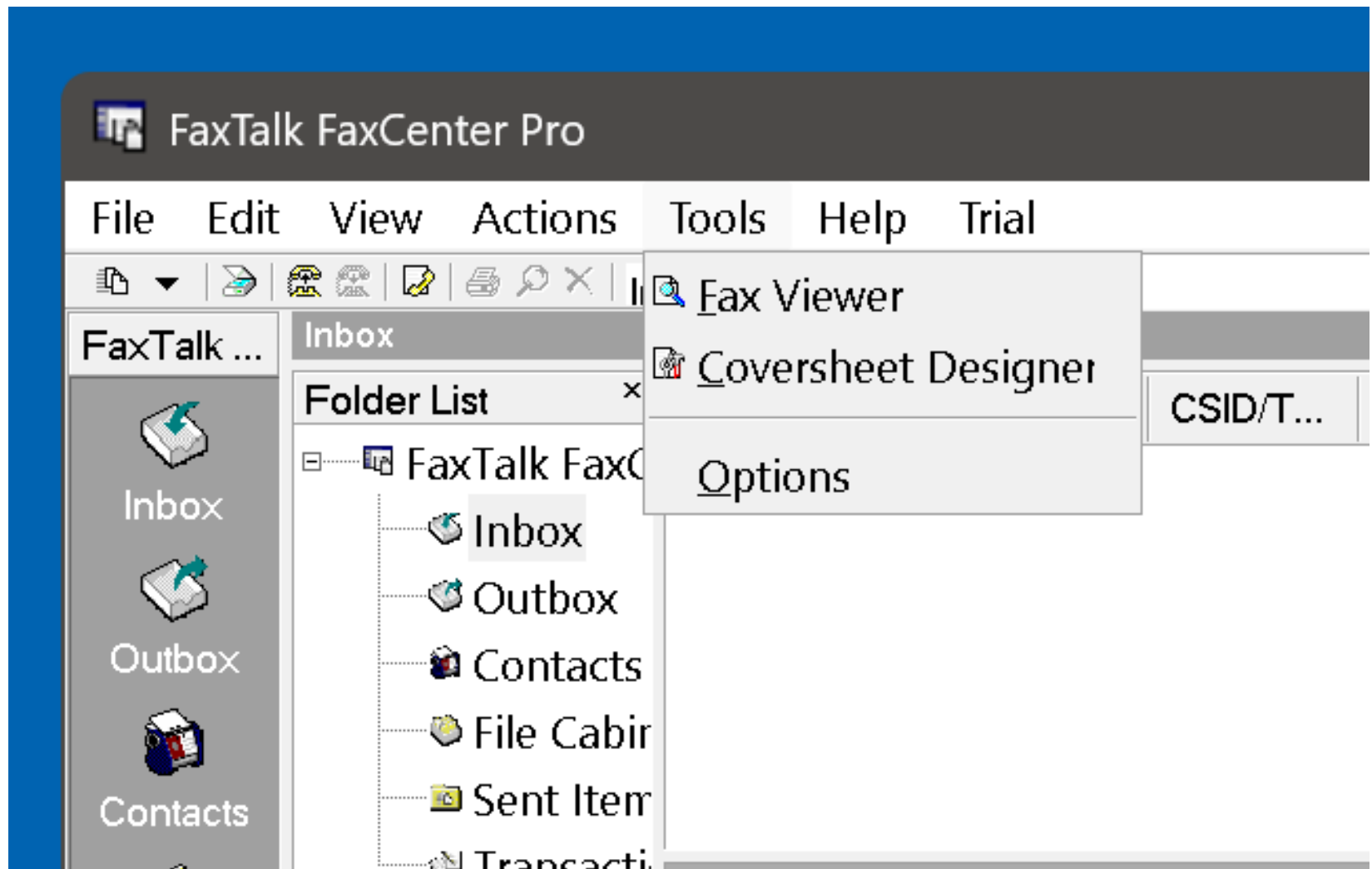
- Step 3:  
Use the left mouse button to click on  
"Tools":



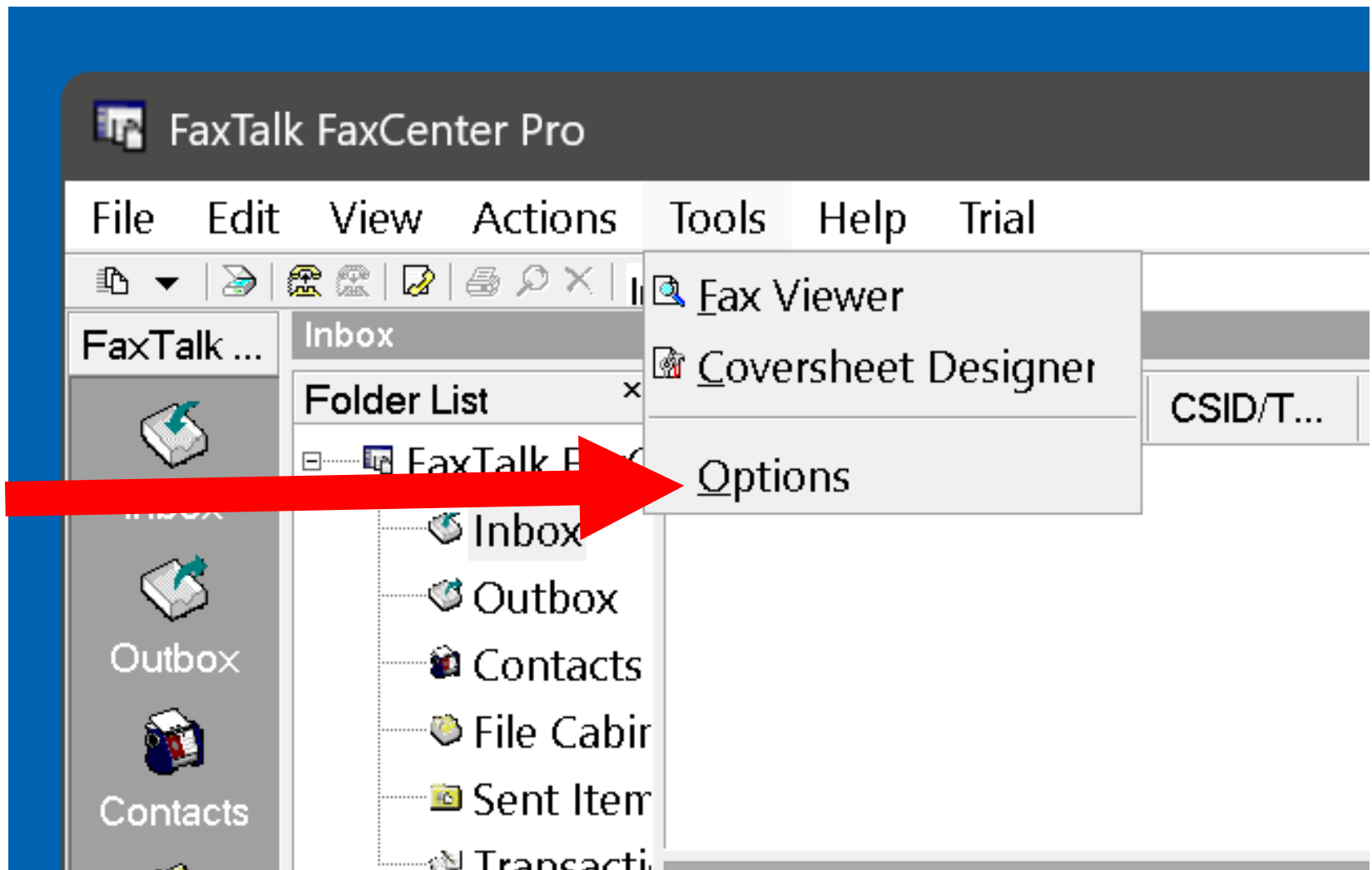


# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

- Step 4:  
Use the left mouse button to click on "Options":







# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

- Step 5:  
Use the left mouse button to click on "adfa":

## General

- + Answer
- New Item Events
- Fax
- User
- Connection
- Dialing
- Notification
- Message Management
- Phonebook
- Email
- Microsoft Outlook
- Network Fax
- Junk Faxes

## Application settings

- ☒ Store a copy of sent faxes in the Sent Items folder
- ☐ Detect incoming calls even if answering is disabled
- ☐ Enable alternate scanning method Select scanner...
- Use the short date ▼ format when displaying

## Status settings

- ☒ Display status window when sending or receiving faxe
- ☐ Display message when incoming calls are detected

## Data folder location

FaxTalk stores user data in the following folder location:

C:\ProgramData\Thought Communications\



OK

Cancel

Apply

## General

- + Answer
- New Item Events
- Fax
- User
- Connection
- Dialing
- Notification
- Message Management
- Phonebook
- Email
- Microsoft Outlook
- Network Fax
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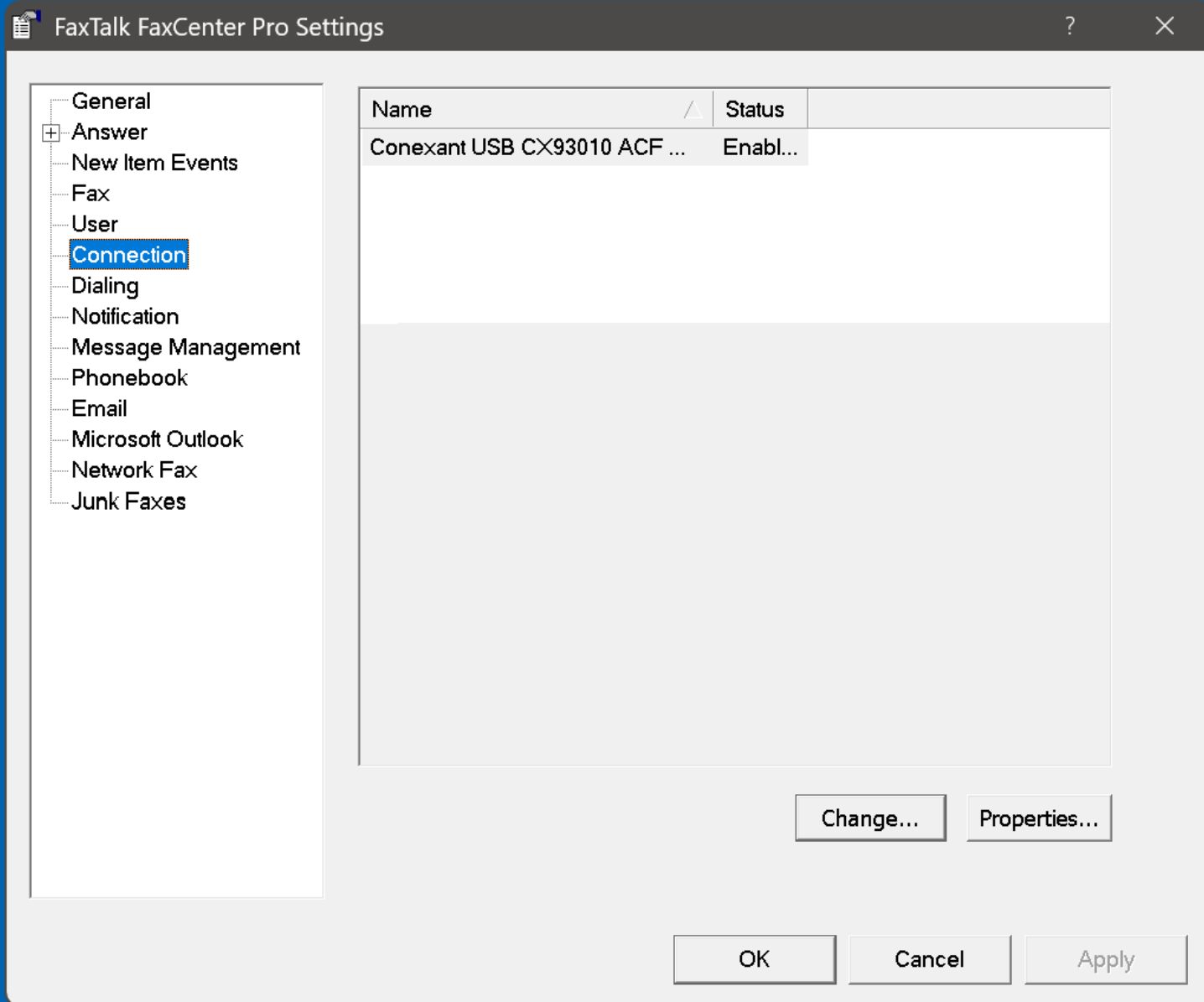
OK

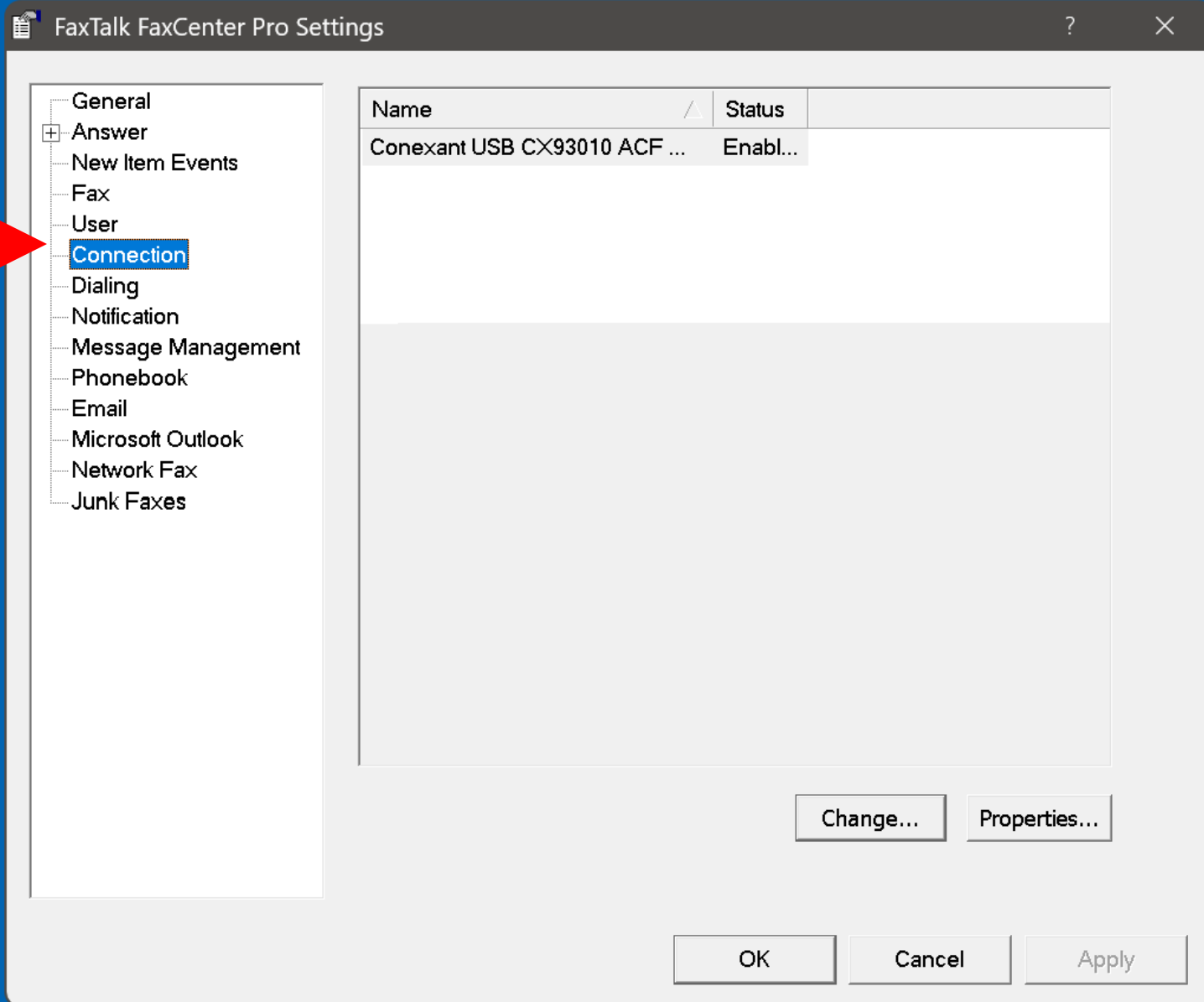
Cancel

Apply

# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

- Step 6:  
Use the "PgDn" button or the "v" move downward button to highlight the "Connection" button:

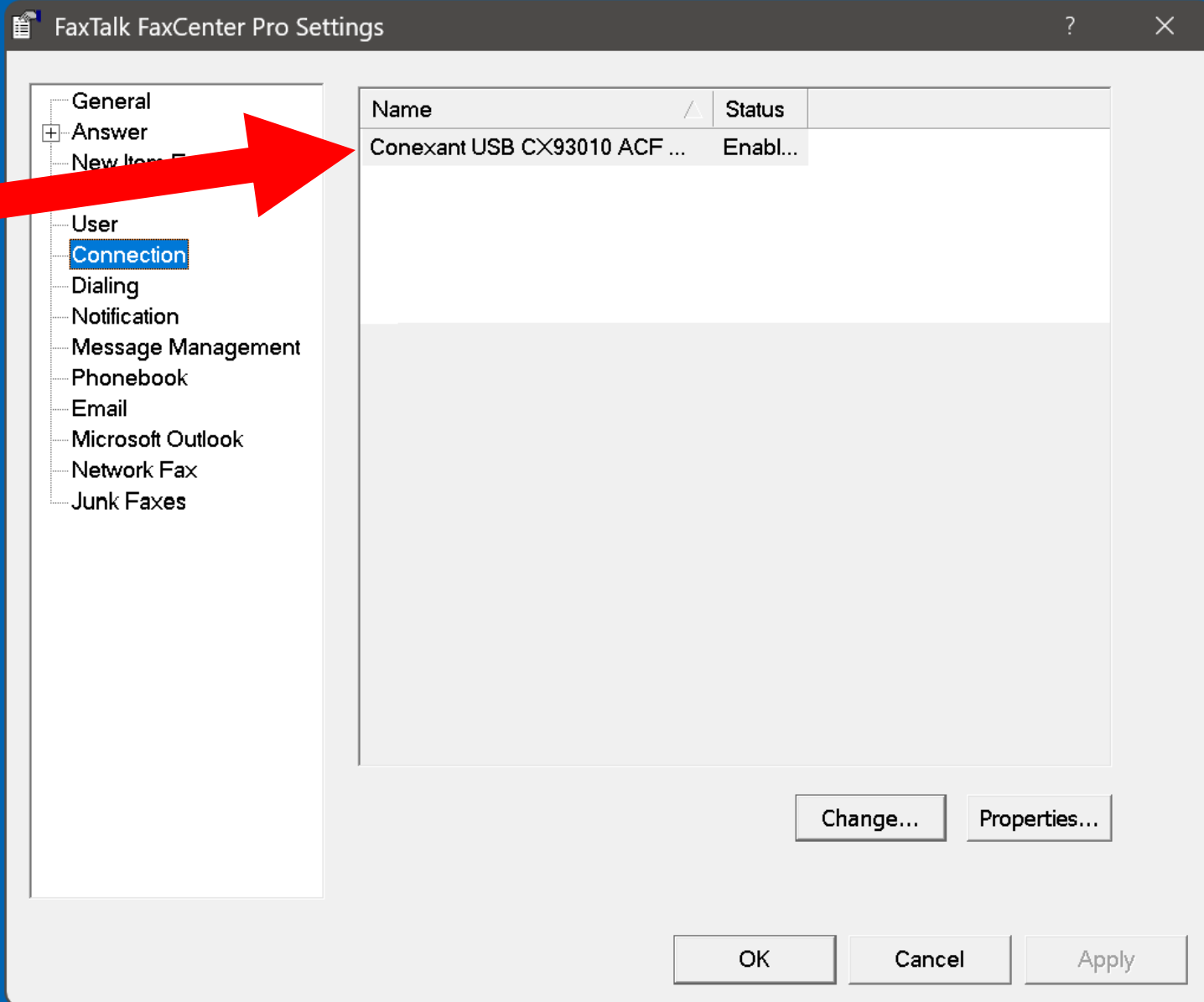


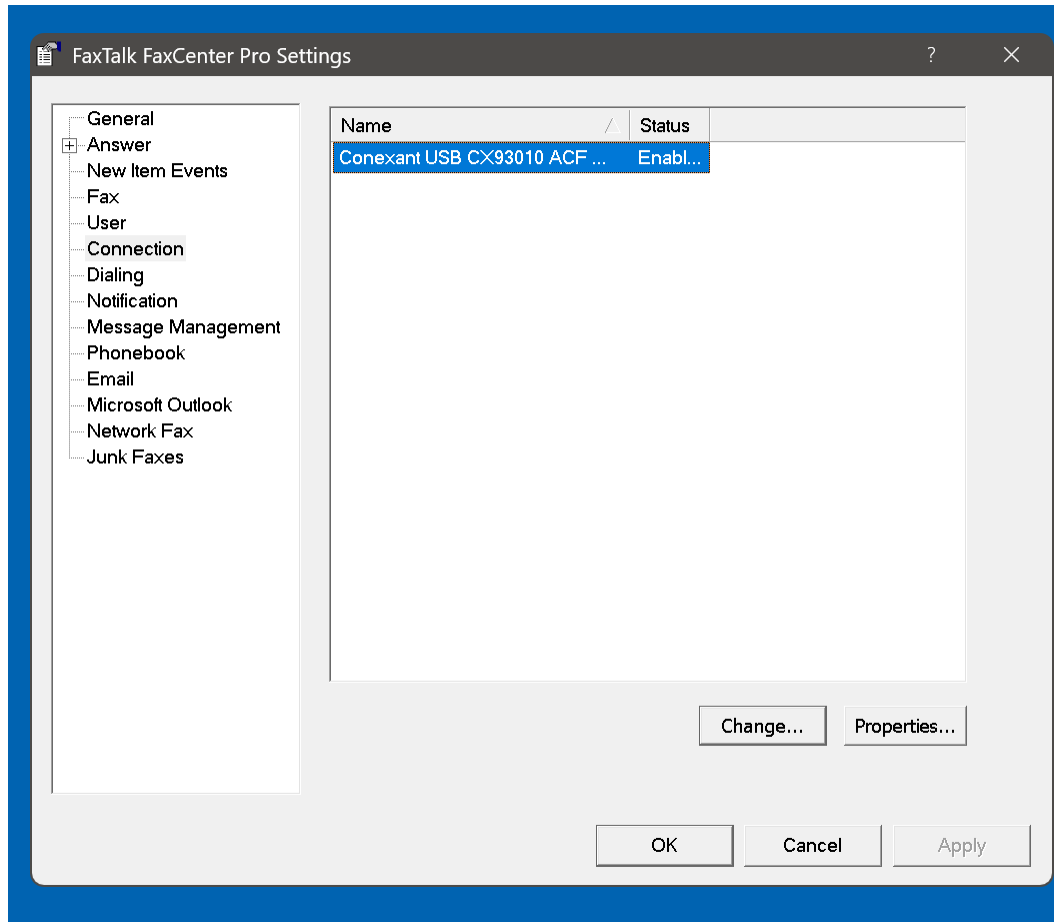


# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

- Step 7:  
Use the left mouse button to click once on the name of the modem to highlight the name of the modem:

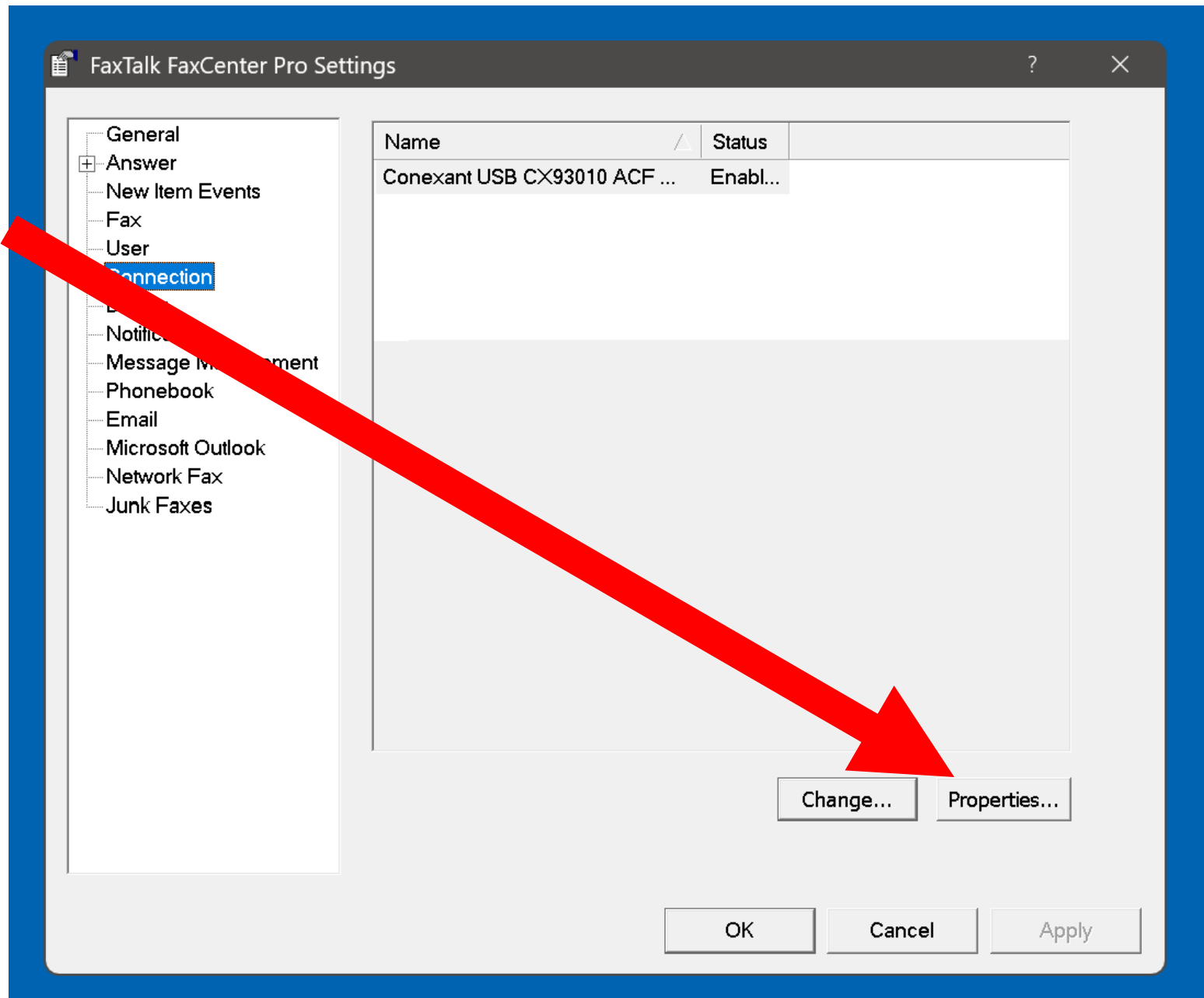






# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

- Step 8:  
Use the left mouse button to click on "Properties":



# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

- Step 9:  
Use the left mouse button to double-click  
on the "Fax" tab:

Connection Settings

General | Fax | Direct Mode

Connection name:  
Conexant USB CX93010 ACF Modem

Modem speaker

Enable modem speaker: On until connected

Speaker volume: Medium

Flow control

☐ Use software based (Xon/Xoff) commands

☒ Use hardware based (RTS/CTS) commands

Use this connection for: Sending and Receiving

General initialization string: AT

Reset defaults

OK Cancel Apply

Connection Settings

General | Fax | Direct Mode

Connection name:

Com1 USB CX93010 ACF Modem

Modem speaker

Enable modem speaker: On until connected

Speaker volume: Medium

Flow control

☐ Use software based (Xon/Xoff) commands

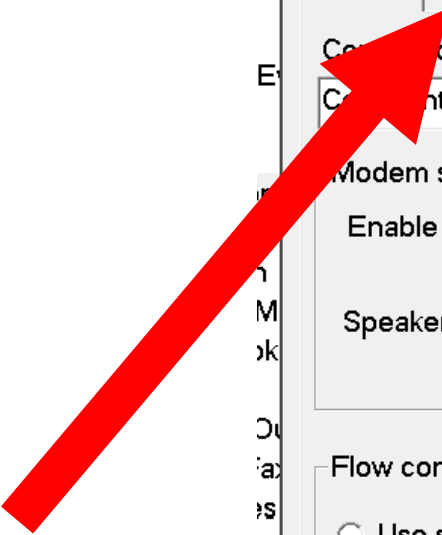
☒ Use hardware based (RTS/CTS) commands

Use this connection for: Sending and Receiving

General initialization string: AT

Reset defaults

OK Cancel Apply



# RESOLVING "VOICE OVER IP" PHONE LINE PROBLEMS (continued)

- Step 10:  
Adjust the various settings in accordance with the recommendations of your "Voice Over IP" telephone provider:



## PROBLEM RESOLUTION ACTIONS

- If you have problems with sending or receiving faxes when your fax modem or your fax machine, then the various "Voice Over IP" phone providers have various steps for you to follow, as stated in their various Web site. However, you can only follow these remediation steps, if you are using the not-free "FaxTalk FaxCenter Pro. You cannot follow these remediation steps if you are using "Windows Fax and Scan".

# PROBLEM RESOLUTION ACTIONS

## (continued)

- To follow the "Voice Over IP" providers' remediation steps in FaxTalk FaxCenter Pro:

Use the left mouse button to click on "Tools".

-->Use the left mouse button to click on "Options".

-->Use the left mouse button to click on "Connection".

-->Click on the name of the modem to highlight it.

# PROBLEM RESOLUTION ACTIONS

## (continued)

- To follow the "Voice Over IP" providers' remediation steps in FaxTalk FaxCenter Pro" (continued):
  - >Use the left mouse button to click on "Properties".
  - >Use the left mouse button to click on the "Fax" tab.
  - >Follow the problem resolution steps provided by the "Voice Over IP" provider, as stated in the following Web site locations:

# "VONAGE" VOIP PHONE LINES

- <https://support.vonage.com/articles/answer/Vonage-Residential-Fax-Line-843> :

# Troubleshoot Fax Issues

If you have difficulties sending or receiving faxes, refer to your fax machine's user guide to adjust the following settings.

- Disable Error Correction Mode (ECM).
- Adjust baud rate to the lowest setting.
- Set resolution to the lowest setting, which is usually Normal.
- Disable color setting.
- Turn off the Distinctive Ring setting on your fax machine.

# "OOMA" VOIP PHONE LINES

- <https://support.ooma.com/home/faxing-with-ooma/> :

- Ensure that your Ooma device is hooked up directly to your modem, ahead of your router (Setup Option A in your [Quick Start Guide](#))
- Disable “ECM” (i.e., “Error Correction Mode”) on your fax machine
- Decrease the transmission or baud rate
- Reduce the number of pages that are sent per fax
- Decrease the desired image quality of the fax
- Discontinue any large file downloads (for receiving faxes) or uploads (for sending faxes)

# "SPECTRUM" VOIP PHONE LINES

- <https://documentation.spectrumvoip.com/fax-machine-faxing-in-stratus/fax-machine-settings-for-voip-faxing>





