

## System premises and setup reference for java support of your browser

To use the Faxem Fax/SMS Login page for job transmission our system requires a Java Runtime Environment (JRE). Please find information on the Java installation here:

### System premises:

- **Web Browser**  
Internet Explorer (**6,7,8**), Firefox (**2,3**), **Safari 3** or newer.
- **Java Version**  
We recommend to use the active version of the **Sun Java Runtime Environment** (JRE), at least version 1.4.2 For users of the Internet Explorer we recommend the use of the Sun JRE as well.

### Setup reference:

#### Instructions for MS Windows

- Go to <http://www.java.com>
- Click **Free Java Download**
- For installation please click button **Free Java Download**
- To verify the correct installation of the JRE please [click here](#). If you have any issues, please go through out simple **troubleshooting** below.

#### Instructions for Linux

- Go to <http://java.sun.com/javase/downloads/index.jsp>
- Download according to your distribution:
  - "Linux RPM (self-extracting file)" for RedHat/SuSE, or
  - "Linux (self-extracting file)" for Debian, Ubuntu etc.
- If you have any installation issues for your distribution, follow the guide from [Java's help system](#).

#### Instructions for Mac OS X

MacOSX comes pre-installed with the JRE that you will need to access our services. If you have any issues, or need to re-install, please follow the links below:

- Java for Mac OS X Download: <http://developer.apple.com/java/download/>
- To verify the correct installation of the JRE please follow the [instructions here](#).

## Troubleshooting

After installation of the JRE load your web browser and please click:

### For Internet Explorer:

- **Tools > Internet Options**
- For other browsers: the Windows-Start-Button **Start** (down left on your desktop), then
  - **Pre-Windows XP**  
*Settings > Control Panel > Internet Options*
  - **Windows XP:**  
*Settings > Control Panel > Network and Internet Connection > Internet Options*
- In the **Internet Options** window click **Advanced**: Please activate the Sun JRE under **Java (Sun)** and if necessary deactivate **Java JIT Compiler** under **Microsoft VM** and further options if displayed on the list.

### For Firefox:

- Please click *Tools > Options > Web Features* and click the checkboxes for **Enable Java** and **Enable Javascript**