

VoiceSIPort
Voice Mail System for SIP Networks

Installing Fax Mail

January 2005

Nothing contained in this manual shall be deemed to be, and this guide does not constitute, a warranty of, or representation with respect to, any of the equipment covered. This guide is subject to change without notice, and CTL Corporation has no obligation to provide any updates or corrections to this guide. Further, CTL Corporation also reserves the right, without prior notice, to make changes in equipment design or components as it deems appropriate. No representation is made that this guide is complete or accurate in all respects, and CTL Corporation shall not be liable for any errors or omissions. In no event shall CTL Corporation be liable for any incidental or consequential damages in connection with the use of this guide

Table of Contents

Introduction	1
Fax Mail Description	1
Installation Summary	1
Related Documents	1
Setting the Dialing Properties	2
Assigning Access Digits	4
Customizing Fax Callout Options	5
Setting Up the Client Workstation	6
Installing the Fax Printer Driver	6
Installing Client Software	10
Configuring the Fax Server Setup Screen	14
Setting Fax Server Security Properties	15

Table of Contents

Introduction

Fax Mail Description

The Fax Mail option consists of three separate features; Fax Mail, Fax-On-Demand and Fax Server.

Fax Mail - lets an outside caller send a Fax message to a Subscriber's mailbox, either by calling a subscriber directly (DID) or by calling the Voice Mail Automated Attendant and following the instructions.

Fax-on-Demand - lets Voice Mail send Fax documents to callers at their request.

Fax Server - allows you to Fax a document directly from an application you are using at your desktop. You can send the Fax to a Fax machine or send it internally to another Subscriber mailbox.

To use Fax Server, a client workstation must have the Fax Server printer driver and Fax Server client software installed.

Installation Summary

If your VoiceSIPort unit was ordered with the Fax Mail option, the Fax Mail feature has already been installed and at least one HMP port has been enabled for Fax messages (T.38). In addition, a Fax Mailbox has been created with default settings which should be adequate for most applications.

The following additional steps need to be performed:

Voice Mail Unit

- Check the dialing properties (TAPI) for local and long distance callouts
- Program any access digits required to obtain an outside trunk for Fax callouts
- Customize Fax callout options as required

Client Workstation

- Connect the workstation to the Voice Mail network
- Install the Fax server printer driver
- Install the Fax server client software

Related Documents

- Using Fax Mail for VoiceSIPort
- VoiceSIPort System Guide

Setting the Dialing Properties

Setting the Dialing Properties

You need to define the area codes where the Voice Mail is located. In addition, you need to define which office codes (or prefixes) within the area code should be regarded as long distance calls (requiring that the Voice Mail dials **1** plus the area code) and which office codes within the area code should be regarded as local calls (requiring that the Voice mail dials only the prefix).

Dialing properties should already have been set as part of the initial Voice Mail installation.

To check the dialing properties:

- 1) From the desktop of the Voice Mail, click **Start** ⇒ **Settings** ⇒ **Control Panel**.
- 2) In the **Control Panel** window, double-click **Phone and Modem Options**. You will see a screen similar to the one shown below.



- 3) Make sure the area code is correct for the Voice Mail unit at this location:
Note - Any access digits required to reach an outside line are specified under Tenant Options. See *Assigning Access Digits* on page 4. Do not assign access digits here.

Setting the Dialing Properties

- 4) Click **Edit** and then click the Area Code Rules tab. The dialing rules for all or selected prefixes within the area code are displayed:



- 5) Check that the dialing rules are correct for the prefixes within this area code.
- 6) To see the selected prefixes, highlight the line and click **Edit**. A screen is displayed showing the affected prefixes:



- 7) If new prefixes need to have dialing rules set, refer to the VoiceSIPort System Guide, *Setting the Dialing Properties*.

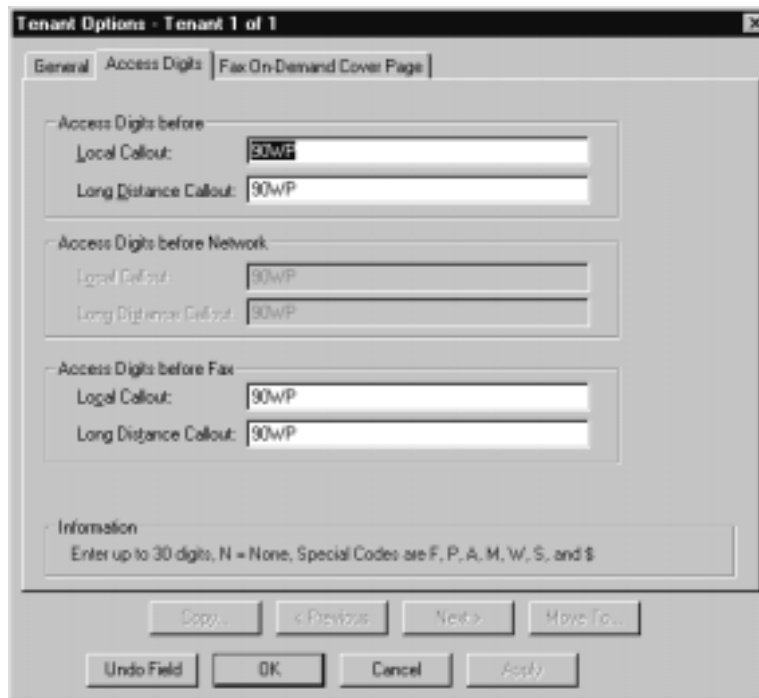
Assigning Access Digits

Assigning Access Digits

You may need to assign the access digits that the Voice Mail must dial when making local and long distance Fax callouts.

To assign access digits:

- 1) From the Voice Mail main menu, click **Customize** ⇒ **Tenant options**.
- 2) Click the **Access Digits** tab. You see a screen similar to the following:



- 3) In **Access Digits before Fax**:

- For **Local Callout**, enter the digits that the Fax Server needs to dial before sending out a Fax to a local number.
- For **Long Distance Callout**, enter the digits that the Fax Server needs to dial before sending out a Fax to a long distance number.

The callout string can be up to 30 characters long and can contain the following special codes:

F Flash

W Wait for dial tone

S Wait for any type of sound

P Pause (Voice Mail pauses 2 seconds, then dials the next digit.)

M Monitored pause (Voice Mail pauses 2 secs, then dials the next digit.)

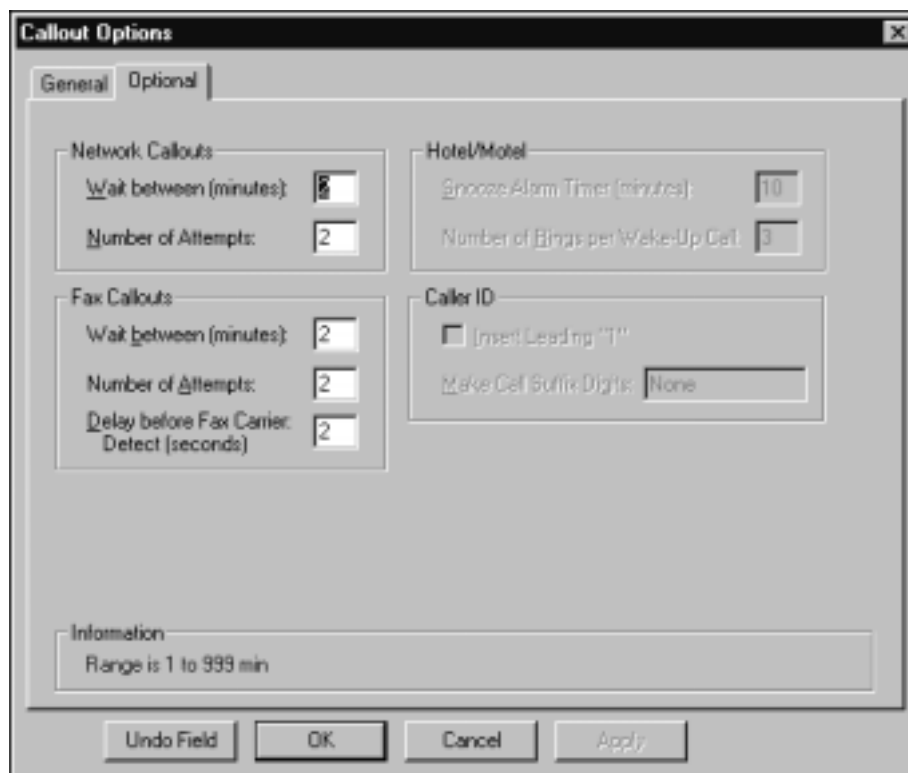
A Analyzed pause (Voice Mail pauses 4 secs, then dials the next digit.)

- 4) When you are finished, click **Apply** and then click **OK**.

Customizing Fax Callout Options

To customize Callout Options:

- 1) Click **Customize** on the menu bar and select **Callout Options**. The **General** tab of the **Callout Options** dialog box is displayed.
- 2) Click the **Optional** tab on the **Callout Options** dialog box:



- 3) The Fax Callout Options specify the parameters for the Voice Mail when making Fax calls.

Wait between - The delay (wait time) in minutes before the Voice Mail will redial an incomplete Fax callout.

Number of Attempts - The number of times that the Voice Mail will redial an incomplete Fax callout.

Delay before Fax Carrier Detect - The time in seconds that the Voice Mail will wait for the carrier detect tone from the receiving Fax machine. The delay becomes effective as soon as the Voice Mail finishes dialing the Fax number.

- 4) When you have finished entering values for the options on the **Optional** tab of the **Callout Options** dialog box, click **Apply**, then click **OK** to save your entries and return to the Voice Mail main menu.

Setting Up the Client Workstation

Setting Up the Client Workstation

Each client workstation that will have access to the Fax Server must be connected to the network. In addition, the following tasks must be performed on each client workstation:

- Install the Fax Server printer driver
- Install the Fax Server Client software
- Configure the Fax Server Setup screen

Installing the Fax Printer Driver

The Fax Printer Driver is located on the Voice Mail Software CD. You must install the Fax Printer Driver before you install the Fax Server Client software.

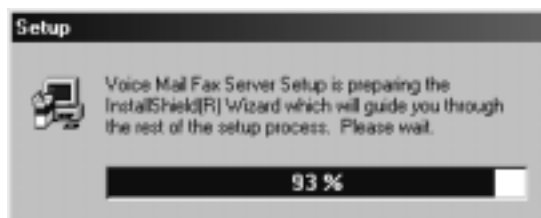
Note - Close all programs before you begin the installation. This includes Email and virus protection programs.

To install the Fax printer driver:

- 1) Log onto the client workstation as a user with Administrator privileges.
- 2) Insert the Voice Mail Software CD into the CD drive of the client workstation. The CD starts automatically and you see the **Setup** screen.

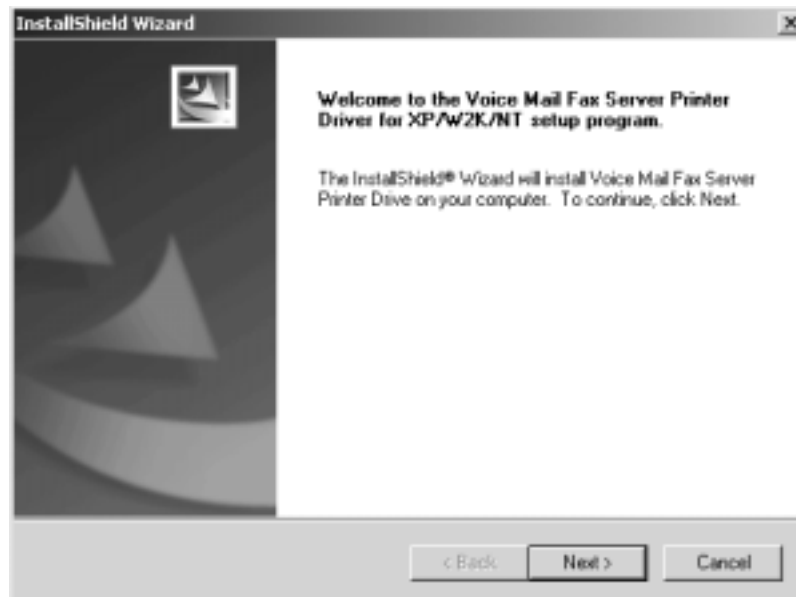


- 3) Use the scroll bar to locate and then select the **Fax Server Printer Driver** for the platform you are using.
- 4) Click the **Install** button. After a few moments, you see a progress indicator:

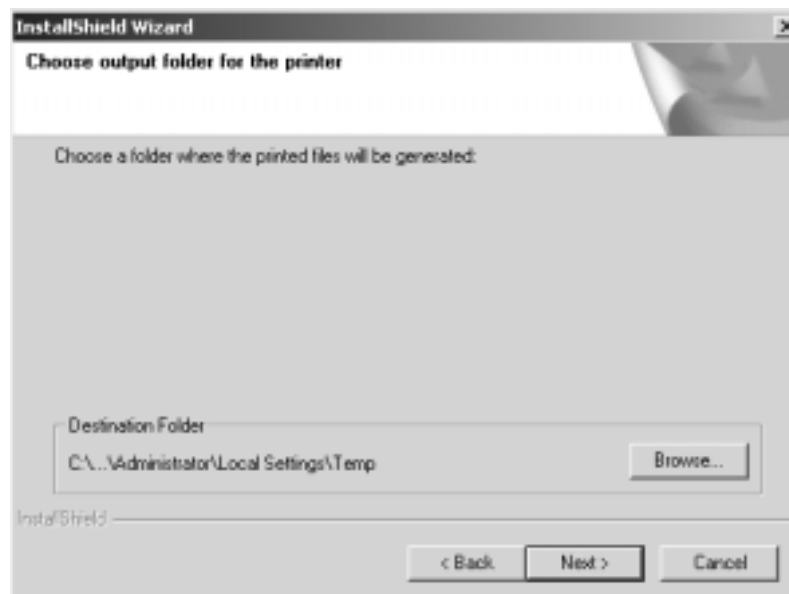


Setting Up the Client Workstation

- 5) When the Wizard has finished loading, a Welcome screen for the Setup Program is displayed.



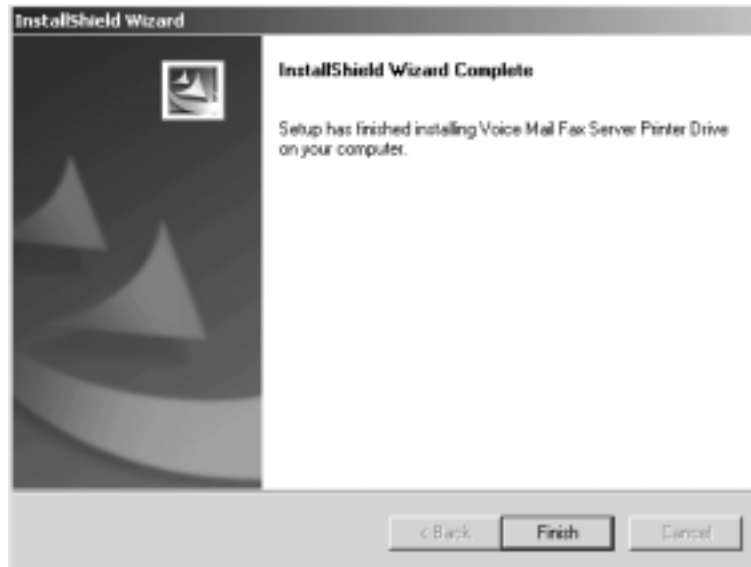
- 6) Click **Next**. A window is displayed showing you the default location where the printer driver will be installed.



- 7) Click **Next** to accept the directory and to start the installation.

Setting Up the Client Workstation

8) When the driver installation is finished, the following screen is displayed:



9) Click **Finish** and close the **Setup** window.

Setting Up the Client Workstation

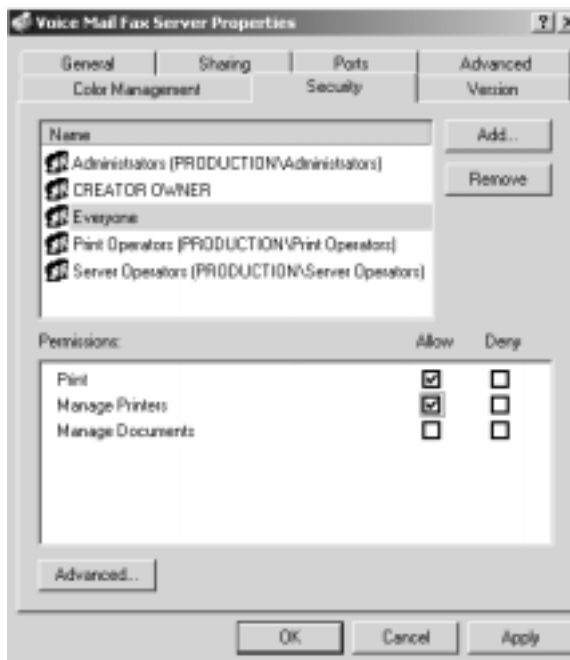
To configure the Fax printer driver

1) From the desktop, click **Start** ⇒ **Settings** ⇒ **Printers**.



2) Right-click on **Voice Mail Fax Server** and select **Properties**.

3) On the **Voice Mail Fax Server Properties** window, click the **Security** tab:



4) On the **Security** page:

- Select **Everyone**
- Check the **Allow** checkbox for **Manage Printers**.
- Click **Apply**, and then click **OK** and close all windows.

Setting Up the Client Workstation

Installing Client Software

Client Software is contained on the Voice Mail Software CD.

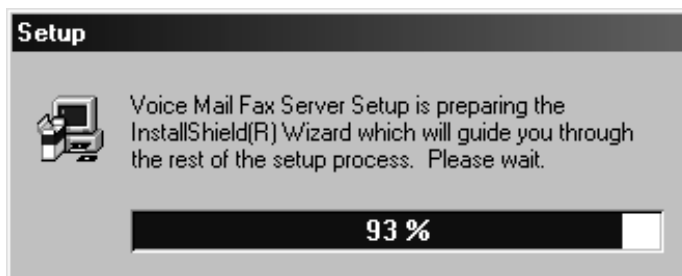
Note -Close all programs before you begin the installation, including Email and virus protection programs.

To install Fax Server client software:

- 1) Log onto the client workstation as a user with Administrator privileges.
- 2) Insert the Voice Mail Software CD into the CD drive of the client workstation. The CD starts automatically and you see the **Setup** screen.

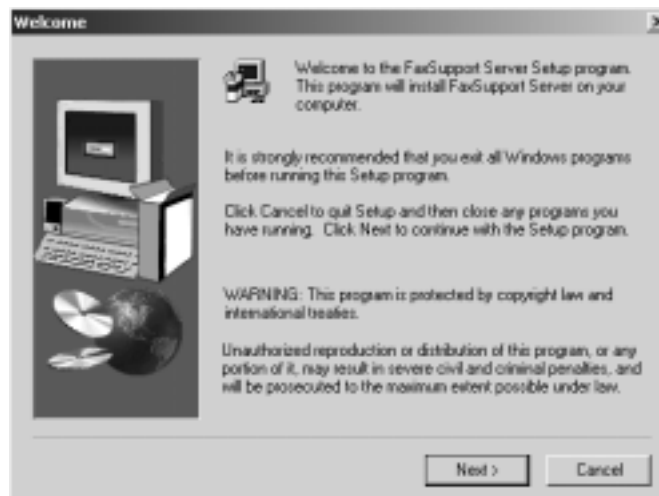


- 3) Use the scroll bar to locate and then select the **Fax Server Client** for the platform you are using.
- 4) Click the **Install** button. After a few moments, a progress indicator is displayed:

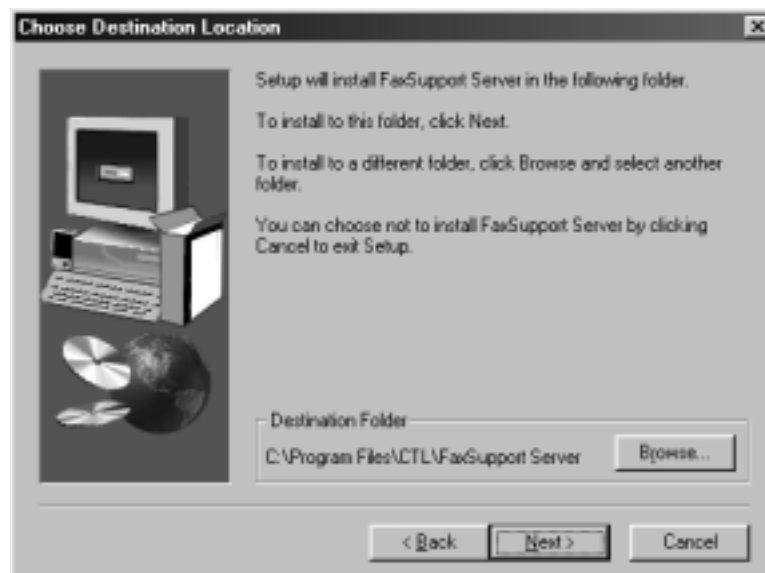


Setting Up the Client Workstation

5) When the Wizard has finished loading, a Welcome screen is displayed:



6) Click **Next** to continue. A window is displayed showing the default location where the Client Software will be installed:

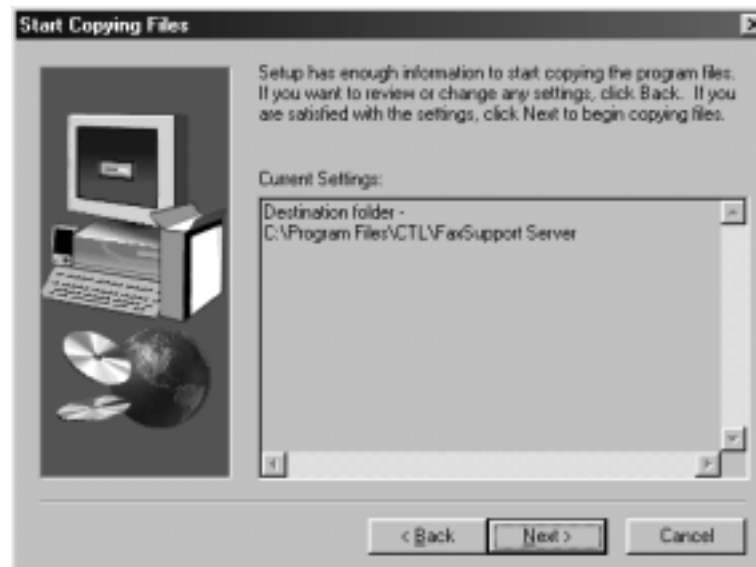


Setting Up the Client Workstation

- 7) To accept the default location, click **Next**. A window is displayed showing the default Program Folder where the Client Software will reside:

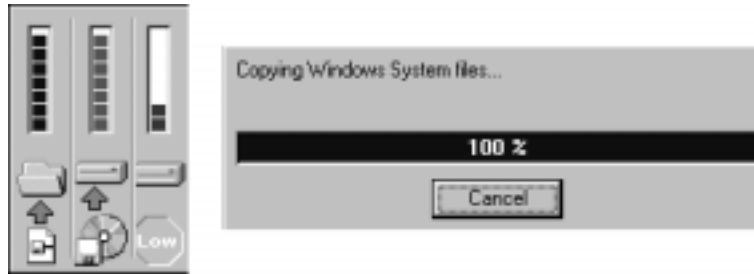


- 8) To select the default Program Folder, click **Next**.
- 9) The installation program is ready to copy the program files onto your computer. Make sure the destination is correct and click **Next** to start the installation.



Setting Up the Client Workstation

A progress indicator is displayed while the files are being installed:



10) When the software installation is finished, the following screen is displayed:



11) Click **Finish** and close the **Setup** window.

12) Remove the Voice Mail Software CD from the CD drive.

13) Restart the workstation and log back in as a user with Administrator privileges.

Note - If you installed the software on a computer with Windows 2000 and the computer is in an active directory environment, and you were not able to log in as a user with Administrator privileges, you must configure the Security settings. See *Setting Fax Server Security Properties* on page 15.

Setting Up the Client Workstation

Configuring the Fax Server Setup Screen

- 1) Click **Start** ⇒ **Programs** ⇒ **FaxSupport Server**. The FaxSupport Server Setup screen is displayed:



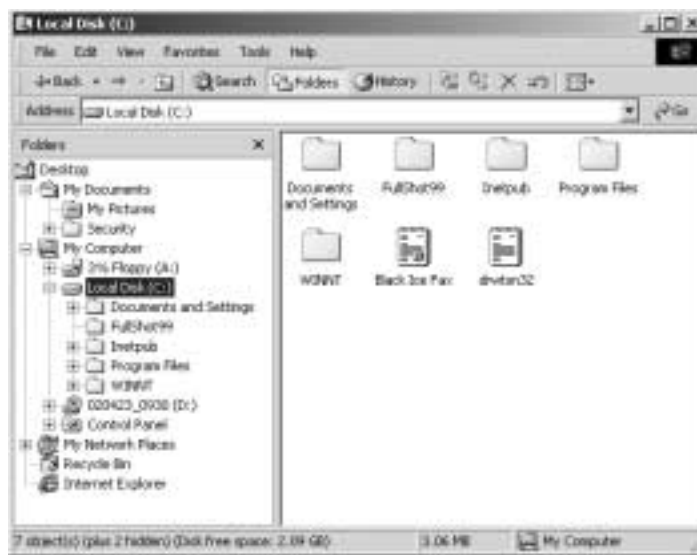
- 2) Complete the Fax Server Setup screen as follows:
 - In the **Voice Mail Mailbox** portion of the screen, enter the Mailbox Number and Security Code of the Subscriber Mailbox.
 - In the **Cover Page Fields** portion of the screen, enter the user's Name, Company Name, Business Phone number and Fax Number as they should appear on the Fax cover page.
 - The **Email Address Book** portion of the screen allows users to access the address book of the native Email program on the workstation. If your Voice Mail system has Email integration, enter the users's Profile Name specified in the Email program and the user's Email Password if applicable.
 - The **Tcp/Ip** portion of the screen must be completed to allow Fax files to be downloaded to the Voice Mail (which sends the file out as a Fax). Enter the VM Server Service Number and the VM Server IP Address.
 - Ignore the the **Dial Options** portion of the screen. The area code should already have been entered under *Setting Dialing Properties*.
 - Select the **Default Cover Page**.
- 3) Click **Save** and restart the workstation.

Setting Fax Server Security Properties

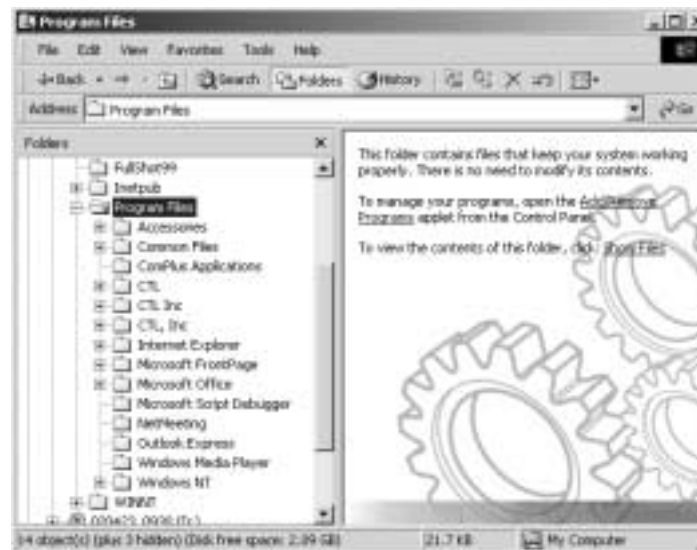
Setting Fax Server Security Properties

If you installed the Fax Server Client software on a computer with Windows 2000 and the computer is in an active directory environment, and you were not able to log in as a user with Administrator privileges, you must configure the Security settings.

- 1) Click **Start** ⇒ **Programs** ⇒ **Accessories** ⇒ **Windows Explorer**.
- 2) Locate and then expand to show the contents of **My Computer**.
- 3) Locate and then expand to show the contents of the local disk where you installed the Fax Server Client Software. An example is shown below:

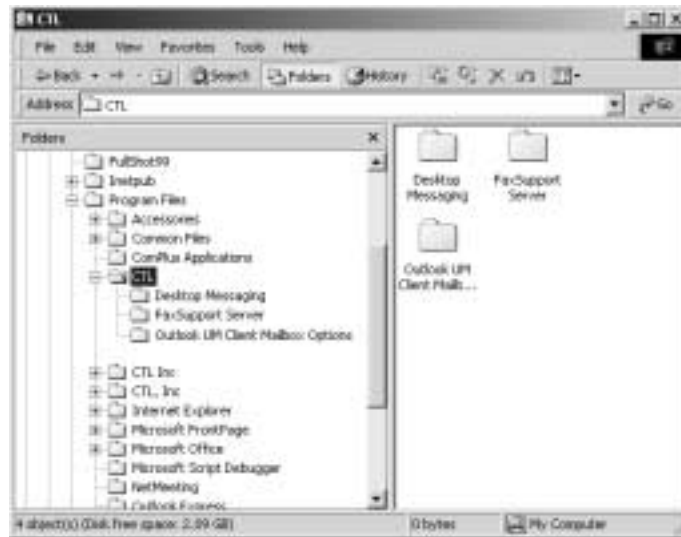


- 4) Expand to show the contents of **Program Files**. An example is shown below:

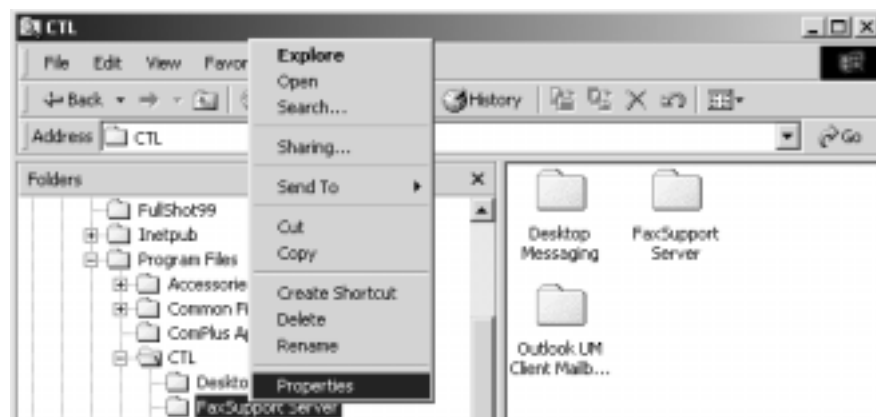


Setting Fax Server Security Properties

5) Expand to show the contents of CTL.



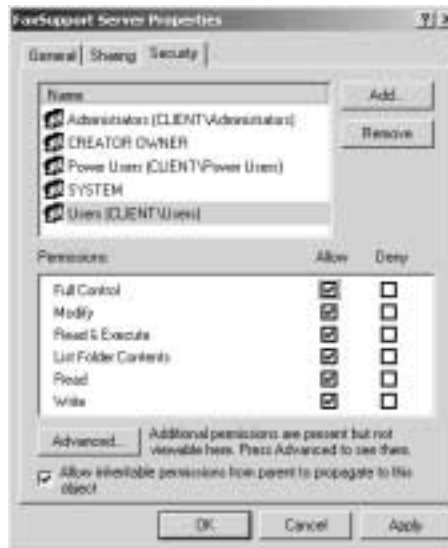
6) Right-click on **Fax Support Server**.



7) Click on **Properties** to open the **Properties Page**.

Setting Fax Server Security Properties

8) Click the **Security** tab.



9) On the **Security** page:

- Click to select **Users (CLIENT\Users)**.
- Click the **Allow** checkbox for **Full Control**.
- Click **Apply** and then click **OK**. Close **Windows Explorer**.

10) Restart the workstation and log back in as a user of the computer (not as the account with Administrator privileges).

Setting Fax Server Security Properties
