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NVM-DFx

Setting Up and Using Fax Mail

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Chapter 1: Introduction

Fax Mail Description

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

Fax Mail - lets a subscriber call in to his mailbox from a remote location, and send a Fax message to a recipient at a designated Fax number.

Fax-on-Demand - lets a caller use the Voice Mail to send a Fax to a subscriber, guest, or message center mailbox. The Voice Mail stores the faxed document as if it were a message and then sends it to a caller on request. The recipient who is ready to read the Fax simply sends it to a Fax machine.

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. To Fax a document, select the application's print menu and choose Voice Mail Fax Server as the printer. From the Fax Server setup window, select the recipient of the Fax.

In order to use the Fax Mail features, the Voice Mail unit must contain port cards that are capable of handling Fax messages as well as Voice messages and the Fax Mail feature must be installed. In addition, Fax Server requires that a LAN card be installed.

Fax Mail Description

Chapter 2: Programming Voice Mail for Fax Server

The Fax Mail software has been installed at the factory, and the Fax ports have been activated. In addition to operating as a Voice Mail server, the NVM-DFx unit must now be programmed to operate as a Fax Mail Server:

- ■ Define the Dialing Properties (area codes and prefixes)

- ■ Assign access digits for local and long distance Fax callouts

- ■ Program Fax Ports by assigning extension numbers

- ■ Create a Fax Mailbox

- ■ Customize Callout Options

Setting the Dialing Properties

You need to define the area codes where the Fax Server 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 Fax Server dials **1** plus the area code) and which office codes within the area code should be regarded as local calls (requiring that the Fax server dials only the prefix).

To edit the dialing rules:

1) Select **Dial Plan** from the **Admin** section of the main menu:

Setting the Dialing Properties

2) To create a new dialing rule, click the **New** button.

To delete an existing rule, use the arrow buttons to scroll through the list of rules to find the one you want to delete, and click the **Delete** button.

To edit an existing rule, use the arrow buttons to scroll through the list of rules to find the one you want to edit.

3) Create a new rule or edit an existing rule by entering the appropriate data into the following fields:

- ■ **Rule** - A unique number from 1000 to 9999 that controls the order in which patterns are looked at. The lower numbers are looked at first and if a match is found, the Change is applied to the number and the lookup stops.

- ■ **Pattern** - A regular expression that matches one or more phone numbers.

  For example - 203[0-9]{7} = The digits 203 followed by exactly 7 digits 0-9

- ■ **Change** - Action taken when a pattern matches. Changes are applied in the order listed and are separated by a vertical line. Possible actions are RMV (remove) or INS (insert).

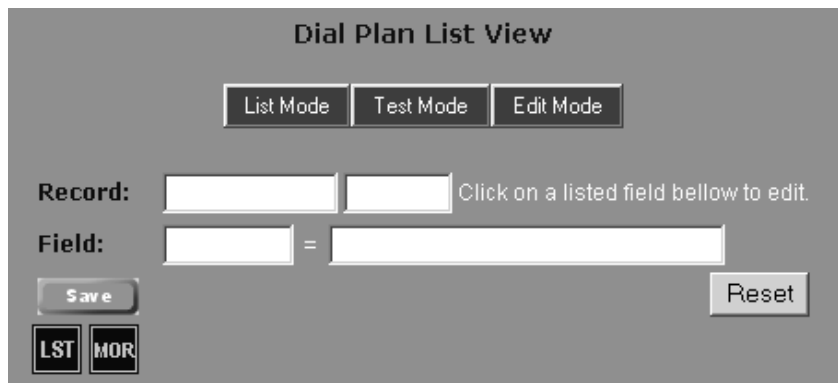 For example - INS(0)1 = insert 1 in front of the number

- ■ **Active** - Enables or disables this pattern.

- ■ **Comments** - Enter any notes pertaining to this dialing pattern

4) Click the **Update** button to save the Dial Plan.

To display a list of all dialing rules:

1) Click the **List Mode** button on the **Dial Plan Edit Mode** screen:

To test a dialing rule:

1) Click the **Test Mode** button on the **Dial Plan Edit Mode** screen:
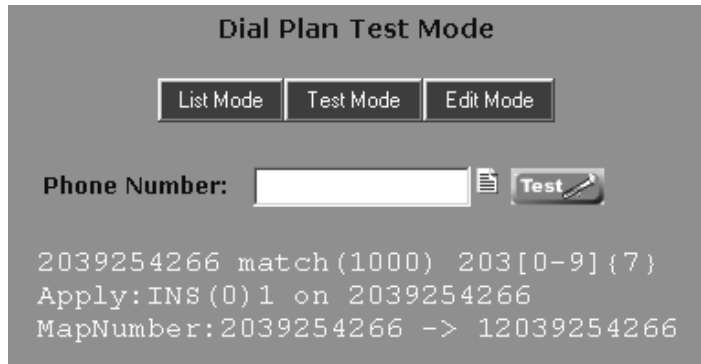
2) Enter a phone number containing a pattern that you want to test.

3) Click the **Test** button.

4) A summary is displayed showing the rule number, the dialing pattern and the action, and the resulting change to the number.

In the sample screen above, the number being tested is 2039254266. This number matches the dialing pattern "203 followed by 7 digits 0-9". The action prescribed for this match is to insert a "1" in front of the number. The result is to change 2039264266 to 12039254266.

Assigning Access Digits

You need to assign the access digits that the Voice Mail dials before sending out a Fax, for both local and long distance calls.

To assign access digits:

1) Select **Tenant Options** from the **Customize** section of the main menu.

2) Click the **Access Digits** tab. You see a screen similar to the following:

3) Type the appropriate access digits in the following fields:

■ **Before Fax Local Callout** - This string contains any digits or characters that the Voice Mail must dial before it can dial a local call to send a Fax message. The string can contain up to 30 digits including any of the following special codes:

       F - Flash

       W - Wait for dial tone

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

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

       A - Analyzed pause (Voice Mail pauses 4 seconds, then dials the next digit.)
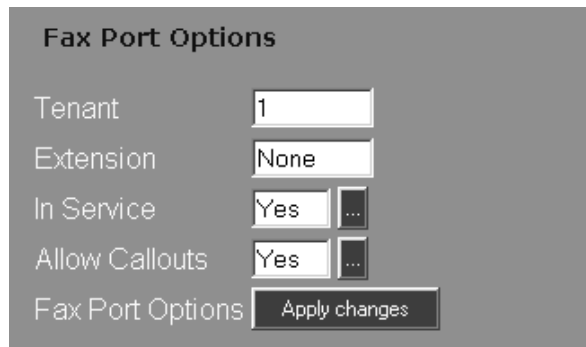
       S - Wait for any type of sound

■ **Before Fax Long Distance Callout** - This string contains any digits or characters that the Voice Mail must dial before it can dial a long distance call to send a Fax message. The string can contain up to 30 digits including any of the special codes listed above.

4) When you are finished, click the **Apply changes** button to apply the changes.

Programming Fax Ports

To Program Fax Ports:

1) Select **Fax Port Options** from the **Customize** section of the main menu. The Fax Port Options screen is displayed for Port 1:

2) Use the numbered buttons and the Move To button to select the port you want to program.

3) Enter a value in each field for the following Port Options:

- ■ In the **Tenant** field, enter the number of the tenant who is to receive the Fax callouts sent through the port.

- ■ If you have a dedicated extension for Fax, enter this number in the **Extension** field.

- ■ Click the **In Service** check box to enable the port for sending Voice Mail.

- ■ Click the **Allow Fax Callouts** check box to enable the port for Fax callouts.

4) When you are finished, click the **Apply changes** button.

Creating a Fax Mailbox

Create at least one Fax Mailbox. This mailbox will be used to send/deliver Fax Server documents.

To Create a Fax mailbox:

1) Select **Mailbox Options Add** from the **Customize** section of the main menu:
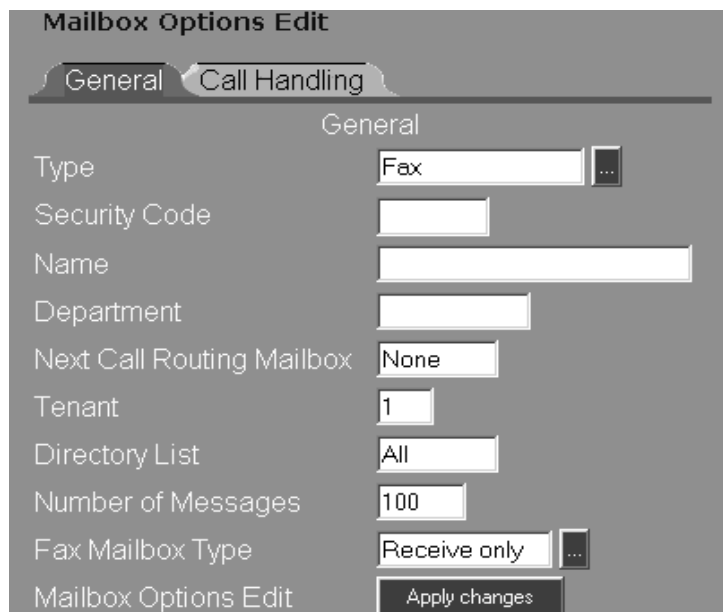
2) Select a mailbox type (Fax) from the drop down list.

3) Enter a mailbox number.

4) Click the **Apply** button.

To Customize a Fax mailbox:

1) Select **Mailbox Options Edit** from the **Customize** section of the main menu.

2) Use the **Filter** button to select Fax as the mailbox type. Then use the numbered buttons to find the mailbox that you just created.

3) The **General** tab is displayed for the Fax mailbox number that you selected:

■ **Type** - This field will already contain **Fax**.

■ **Security Code** - Password protect the mailbox by entering a security code up to six digits in length. When a caller accesses a Fax mailbox, he must enter a code to order a document or to load a document. If no security code is desired, enter **None**. (Note - This field is N/A for Delivery type of Fax Mailbox.)

■ **Name** - The name entered in this field is used for directory dialing and also appears on reports.

■ **Department** - You can identify the department associated with this mailbox by entering up to 10 alpha-numeric characters. If you don't want a department name, enter **None**.

■ **Next Call Routing Mailbox** - NVM-DFx uses this Call Routing Mailbox to route a caller who presses a dialpad key to cancel his Fax transaction. NVM-DFx routes the caller using the Key 0 Action of the Next Call Routing Mailbox's Dial Action Table. If NVM-DFx says, *To cancel this Fax transaction, press # (or zero)* and the caller presses the key, NVM-DFx routes the caller using the Key 0 Action.

If there is no Next Call Routing Mailbox, NVM-DFx routes the caller as follows: If the Fax Mailbox is in an Answering Schedule Table, NVM-DFx says *Goodbye* and hangs up. If the Fax Mailbox is in a Dial Action Table, NVM-DFx sends the caller back to the Instruction Menu for the Call Routing (or Directory Dialing) Mailbox that is associated with the Dial Action Table.

(Note - This field is N/A for Delivery type of Fax Mailbox.)

■ **Tenant** - Enter the Tenant number associated with this mailbox.

■ **Directory List** - This option determines whether a caller can name-dial this Fax Mailbox from a Directory Dialing Mailbox, or from a Call Routing Mailbox that is programmed for an Extension Name Directory. Assign a Directory List to this mailbox. Possible entries are:

    1-100   Allows a caller to name-dial this mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List numbered 1-100.

    A   Allows a caller to name-dial this mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List.

    N   Does not allow a caller to name-dial this mailbox.

■ Set the **Number of Messages** field to a value that is large enough to handle outgoing Fax traffic. The default value is 32. The range is 1 to 1000. Increase this number to the maximum of 1000. (Each user who has access to Fax Server can send up to 200 Faxes).

Creating a Fax Mailbox

■ **Fax Mailbox Type** - Use the drop down list to select one of the following Fax Mailbox Types:

If you are creating this mailbox for use with Fax-On-Demand:

Ask User - Prompts the caller to specify one of two options; Callback or Same call.

Callback - NVM-DFx will call the person back at a specified Fax number and then send the document

Same call - NVM-DFx will Fax the document on the line that the caller is using, as long as the line is connected to a Fax machine

If you are creating this mailbox for use with Fax Server:

Delivery - Select this type of Fax Mailbox for use with Fax Server.

For an alternate way to upload Fax documents into the NVM-DFx:

Receive only - Use this type of Fax Mailbox as an alternate way to upload documents onto the NVM-DFx by faxing them directly into this mailbox.

4) Click the **Apply changes** button. The next tabs that are displayed will depend on the Fax Mailbox Type that you just created.

If you created a Receive Only Fax mailbox:

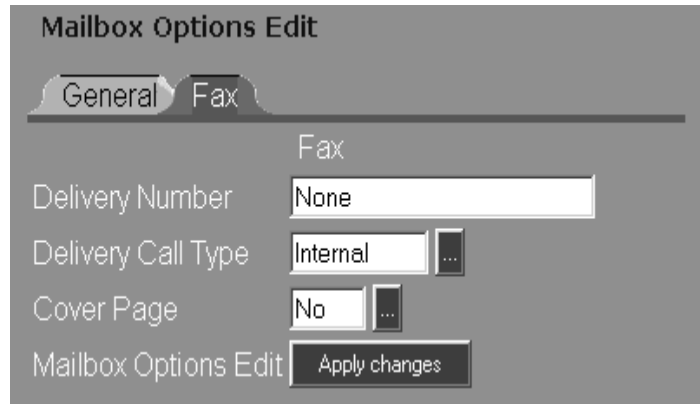1) Click the **Call Handling** tab:

2) **Time Limit for Dialing Commands** sets the amount of time a caller has to respond to a Fax voice prompt before the NVM-DFx repeats it. Accept the default value of 5 seconds or enter a new value.

3) Click the **Apply changes** button.

If you created a Delivery Fax mailbox (for Fax Server):
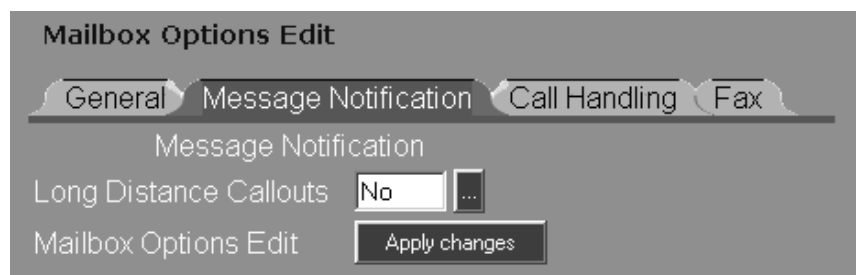
1) Click the **Fax** tab:

2) Select or enter data in the following fields:

■ **Delivery Number** - Enter the number of the Fax machine where the Fax document is to be sent.

■ **Delivery Call Type** - Use the drop down list to specify the call type; Internal, Local, or Long Distance

■ **Cover Page** - Indicate whether or not you want the Fax documents to be sent with a cover page.

3) Click the **Apply changes** button.

If you created a Callback, Same Call, or Ask User Fax mailbox (for Fax-On-Demand):

1) Click the **Message Notification** tab:

2) Specify whether or not you want to allow this mailbox to make long distance callouts. If long distance callouts are not allowed and a caller enters a long distance number (9 or more digits), NVM-DFx says *I'm sorry, I cannot make a call to your Fax machine at the telephone number that you have entered*. Then NVM-DFx lets the caller enter another number.

Creating a Fax Mailbox

3) Click the **Call Handling** tab:

4) **Time Limit for Dialing Commands** sets the amount of time a caller has to respond to a Fax voice prompt before the NVM-DFx repeats it. Accept the default value of 5 seconds or enter a new value.

5) Click the **Fax** tab:

6) Select or enter data in the following fields:

■ **Dedicated Number** - This option converts an Ask User, Callback, or Same Call Fax Mailbox into a *Dedicated Document Fax mailbox*. When a caller accesses a Dedicated Document Fax mailbox, NVM-DFx will send only the Fax document that you assign to this field. If this option is selected, Announcement Mailbox and Number of Entries do not apply.

If you do not want the Dedicated Document option, enter **None** in this field.

■ **Announcement Mailbox** - This option assigns an Announcement Mailbox to the Fax Mailbox so you can record an Announcement Message which lists the available documents. It works like this: Right after NVM-DFx instructs the caller to enter a document number, NVM-DFx says *to hear a list of available documents, press the * key*. When the caller presses *, NVM-DFx plays the Announcement Message you recorded for the Announcement Mailbox.

■ **Number of Entries** - This is the number of documents that a caller can order through a Fax Mailbox. For example, if you enter 5 for this field, NVM-DFx says the following to the caller - *You may order up to 5 documents*. After the caller orders one document, NVM-DFx says *You may order an additional four documents*.

7) Click the **Apply changes** button.

Programming Fax Callouts

You need to make sure that certain callouts are programmed for Fax.

To specify Fax Callout Options:

1) Select **Callout Options** from the **Customize** section of the main menu and click the **Optional** tab:

```
Callout Options

 General   Optional

              Optional
Wait between FAX Callouts        [2   ]
Number of FAX Callout Attempts   [2   ]
Delay before FAX Carrier detect  [2   ]
Insert leading 1 for Caller ID   [No  ][...]
Caller ID Make Call Suffix Digits[None    ]
Callout Options                  [Apply changes]
```

2) Enter the values for the following parameters:

■ **Wait between Fax Callouts** - The amount of time that NVM-DFx will wait (0-99 minutes) before redialing a number after getting a busy signal.

■ **Number of Fax Callout Attempts** - Number of times that NVM-DFx will attempt a redial before playing the message *the Fax can not be delivered*.

■ **Delay before Fax Carrier detect** - The amount of time that NVM-DFx will wait after hearing a Fax tone, before sending a Fax document.

Programming Fax Callouts

Chapter 3: 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 unit. **You must install the Fax Printer Driver before you install the Fax Server Client software.**

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

To Install the Fax Printer Driver:

1) Select **Client Software** from the **Installation** section of the main menu. A screen is displayed, similar to the one below, listing all the client software that can be downloaded to your PC. All client software files are zipped.

View folder: /a/doc/			
--- Type	Name	Date	Size
1	DFX-CallControl.zip	Mon Jun 26 10:17:08 EDT 2006	4314575
2	DFX-FaxServer-95-98-Client.zip	Mon Jun 26 10:17:15 EDT 2006	5446171
3	DFX-FaxServer-95-98-PrinterDriver.zip	Mon Jun 26 10:17:17 EDT 2006	763652
4	DFX-FaxServer-NT-Client.zip	Mon Jun 26 10:17:24 EDT 2006	5456266
5	DFX-FaxServer-NT-PrinterDriver.zip	Mon Jun 26 10:17:27 EDT 2006	1432605

2) Click the icon for **DFX-FaxServer-NT-PrinterDriver.zip** if your PC is running Windows NT, 2000, or XP.

   Click the icon for **DFX-FaxServer-95-98-PrinterDriver.zip** if your PC is running Windows 95/98.

Installing the Fax Printer Driver

3) A dialog box is displayed that will allow you to open or save the file:

4) Right-click on **Download** and select **Save Target As**. A browser will appear with a default location of VM system files. Click **Save**.

5) Once the client software has been downloaded, unzip the files and then double-click Setup.exe. This will start the Install Wizard that you will use to install the client software on your PC.

   While the Install Wizard is loading, a progress indicator is displayed:
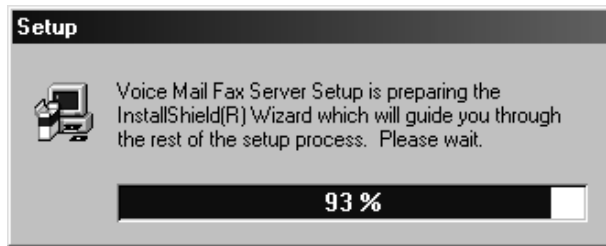
6) When the Wizard has finished loading, a Welcome screen is displayed:
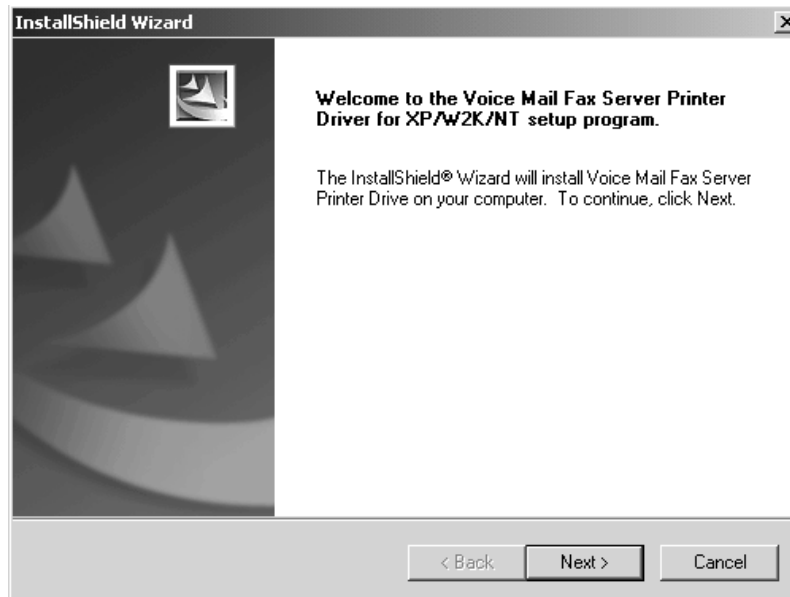
7) Click **Next**. A window is displayed showing you the default location where the printer driver will be installed.

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

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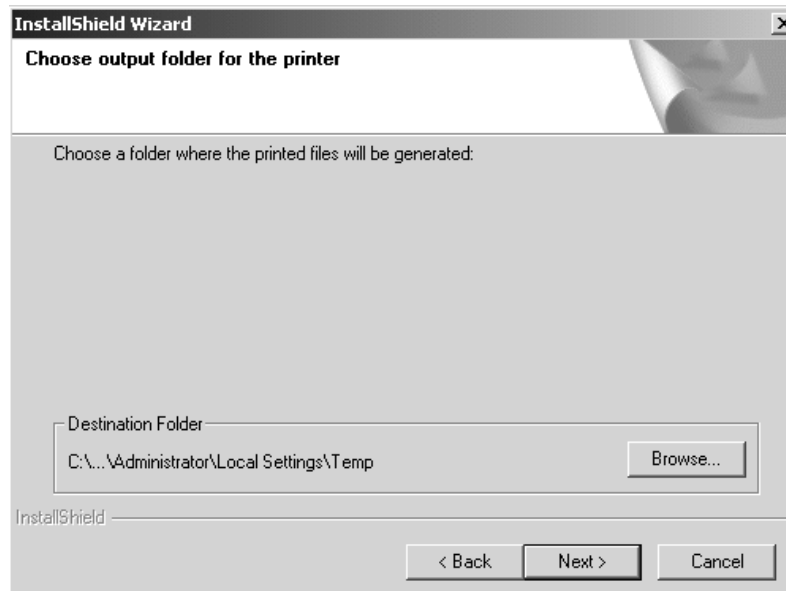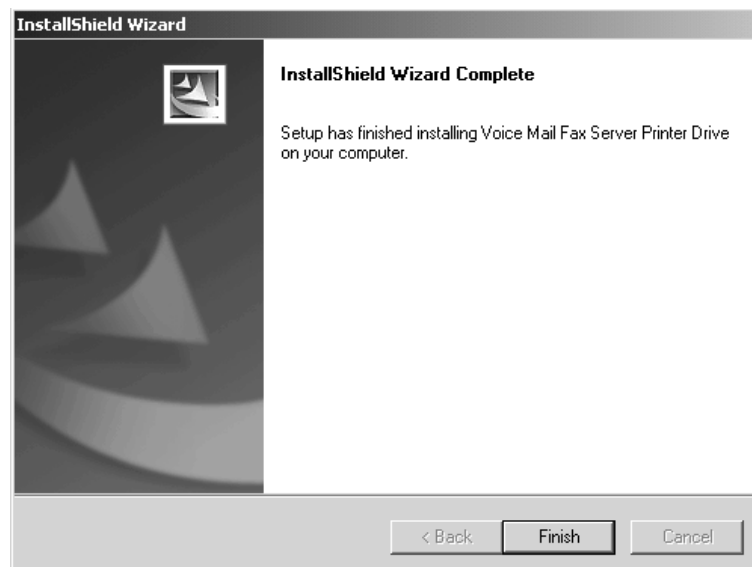

10) Click **Finish**.

Installing the Fax Printer Driver

To Configure the Fax Printer Driver

1) From the desktop, click **Start** ➪ **Settings** ➪ **Printers**.
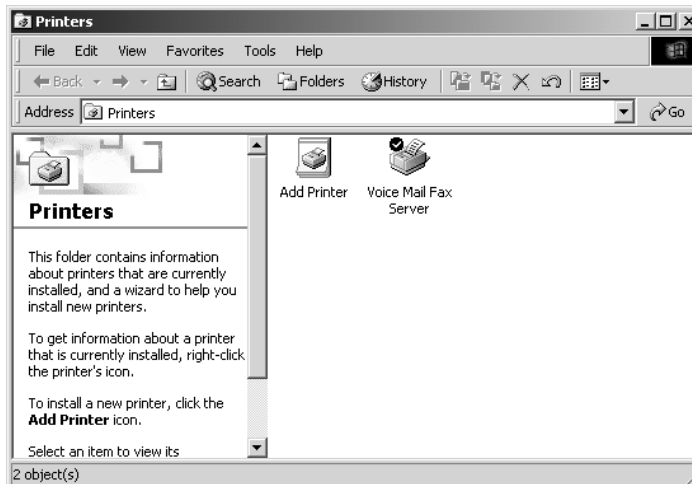
2) Right-click on **Voice Mail Fax Server** and select **Properties**.

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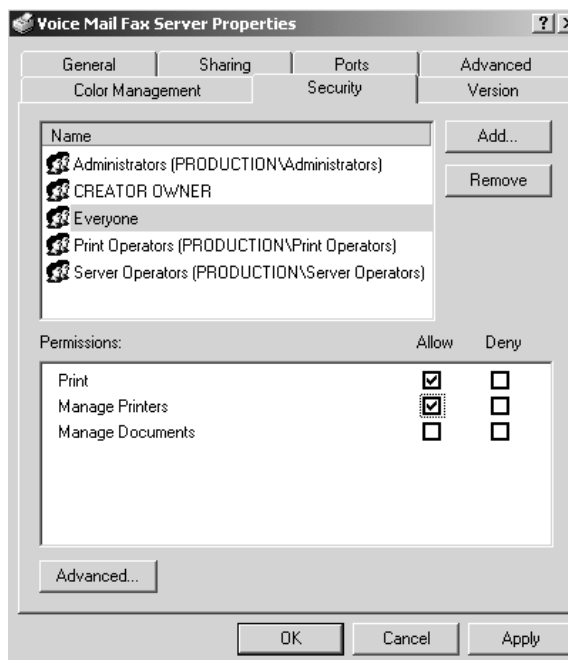
4) On the **Security** page:

■ Select **Everyone**

■ Check the **Allow** checkbox for **Manage Printers**.

■ Click **Apply**, and then click **OK** and close all windows.

Installing Client Software

Client Software is contained on the Voice Mail unit.

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

To Install Fax Server Client Software:

1) Select **Client Software** from the **Installation** section of the main menu. A screen is displayed, similar to the one below, listing all the client software that can be downloaded to your PC. All client software files are zipped.

--- Type	Name	Date	Size
1	DFX-CallControl.zip	Mon Jun 26 10:17:08 EDT 2006	4314575
2	DFX-FaxServer-95-98-Client.zip	Mon Jun 26 10:17:15 EDT 2006	5446171
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4	DFX-FaxServer-NT-Client.zip	Mon Jun 26 10:17:24 EDT 2006	5456266
5	DFX-FaxServer-NT-PrinterDriver.zip	Mon Jun 26 10:17:27 EDT 2006	1432605

View folder: /a/doc/

2) Click the icon for **DFX-FaxServer-NT-Client.zip** if your PC is running Windows NT, 2000, or XP.

   Click the icon for **DFX-FaxServer-95-98-Client.zip** if your PC is running Windows 95/98.

3) A dialog box is displayed that will allow you to open or save the file:

Select one of the links below to view or download this document as plain text in a new window.

DFX-FaxServer-NT-Client.zip

Download DFX-FaxServer-NT-Client.zip to your PC

View DFX-FaxServer-NT-Client.zip as text

Close

4) Right-click on **Download** and select **Save Target As**. A browser will appear with a default location of VM system files. Click **Save**.

5) Once the client software has been downloaded, unzip the files and then double-click Setup.exe. This will start the Install Wizard that you will use to install the client software on your PC.

Installing Client Software

While the Install Wizard is loading, a progress indicator is displayed:

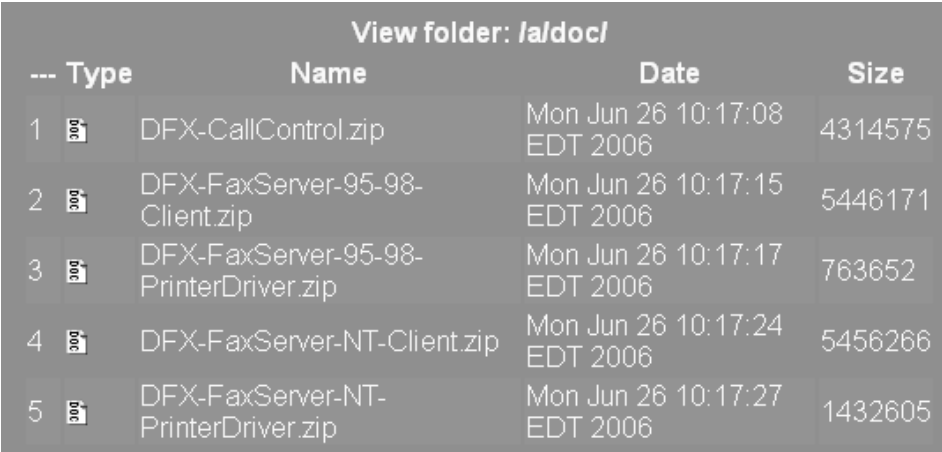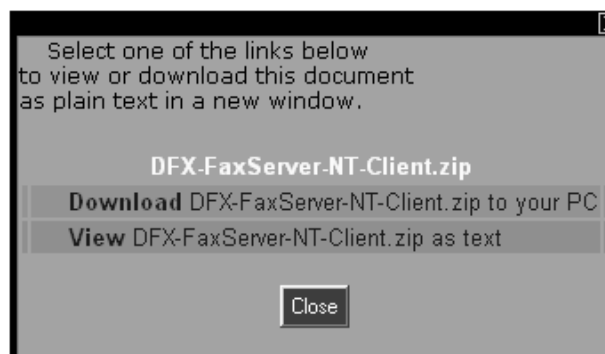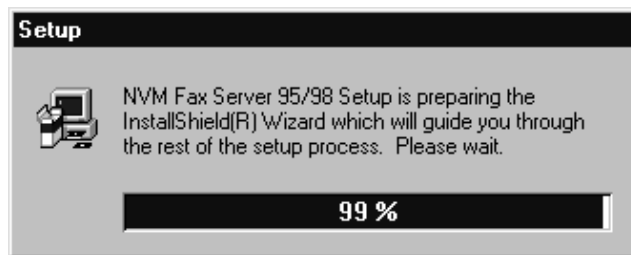6) When the Wizard has finished loading, a Welcome screen for the Setup Program is displayed:

7) Click **Next** to continue. A window is displayed showing the default location where the Client Software will be installed:
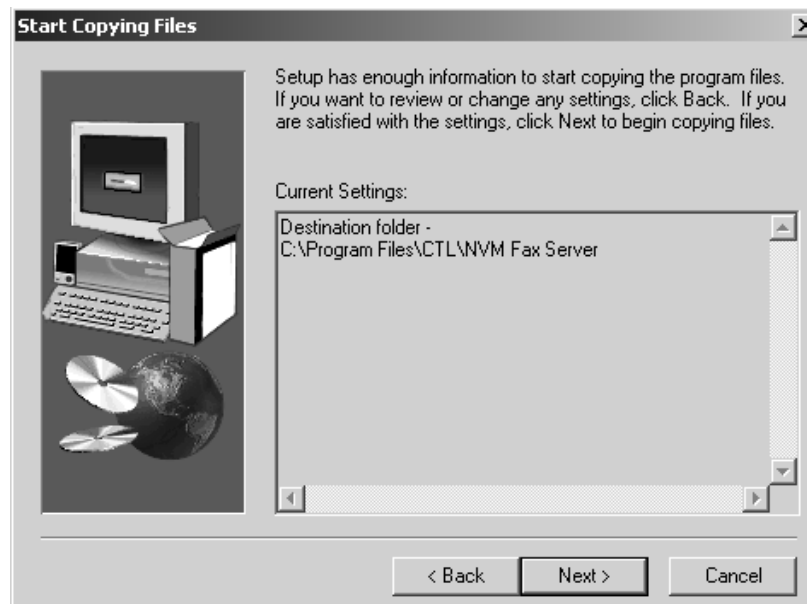
8) To accept the default location, click **Next**. A window is displayed showing the default Program Folder where the Client Software will reside:
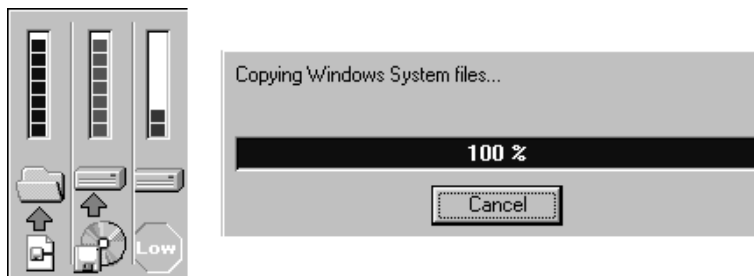

9) To select the default Program Folder, click **Next**.

10) 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.

Installing Client Software

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

> Copying Windows System files...
>
> 100 %
>
> [Cancel]

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

Setup Complete

Setup has finished installing NVM Fax Server on your computer.

Setup can now launch NVM Fax Server for configuration with the Voice Mail system.

☑ Yes, I want to launch NVM Fax Server now.

Click Finish to complete Setup.
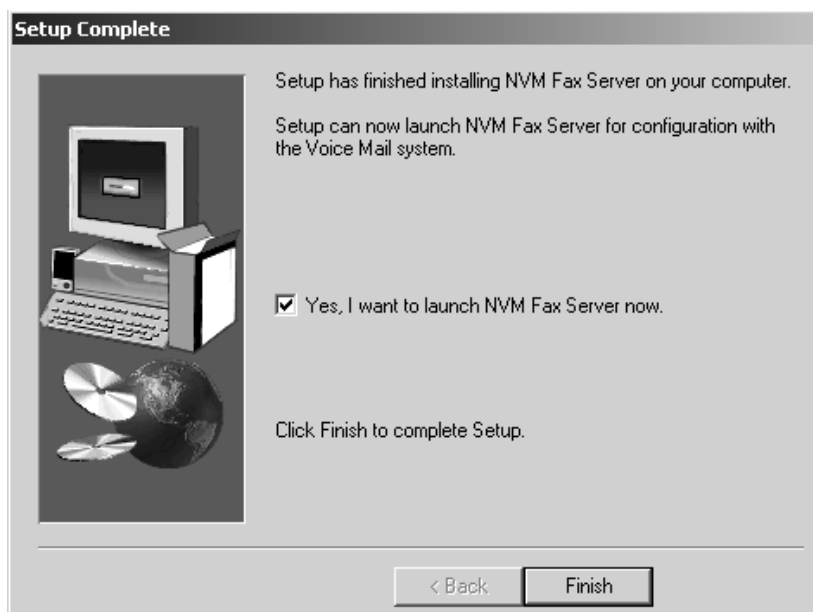
[< Back] [Finish]

12) Click **Finish**.

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.

Configuring the Fax Server Setup Screen

1) Click **Start** ⇨ **Programs** ⇨ **NVM Fax Server**. The Fax 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 **Dial Options** portion of the screen. The area code should already have been entered under *Setting Dialing Properties*.

- ■ **Default Cover Page Selection** - Select the style of cover page that you want to be the default.

3) Click **Save** and restart the workstation.

Configuring the Fax Server Setup Screen

Chapter 4: Using Fax Mail

Basic Fax Mail

Basic Fax Mail lets an outside caller send a Fax message to a Voice Mail subscriber's mailbox. The subscriber can call in to his mailbox, be notified that he has a Fax message, and either print out the Fax if he has a Fax phone, or transfer the Fax message to a Fax extension. Like Voice messages, Fax messages can be saved or deleted.

To send a Fax to a mailbox, the caller must call from a Fax telephone. When the automated attendant answers, the caller will hear recorded instructions for sending a Fax to someone's mailbox.

To check for Fax messages, a subscriber calls his mailbox and presses **L** to listen. If he has a Fax message, a caller has these options:

- ■ Leave it in the mailbox until a later time

- ■ Erase it

- ■ Forward the Fax to another mailbox (subscriber, guest, or message center)

- ■ Send it to a Fax machine

In order for the basic Fax Mail feature to be used, the Dial Action Table (DAT) must be modified so that a caller with a Fax message can be directed by the automated attendant.

The DAT lets a caller press a programmed dialpad key to record a Fax Mail message to a specified mailbox. Before recording the message, the Voice Mail will prompt: *Press the Start key on your Fax machine when you hear the tone. . .* The caller presses the Start button on the sending Fax machine and the Voice Mail records the message.

Basic Fax Mail

To modify the Dial Action Table:

1) Select **Dial Action Table** from the **Customize** section of the main menu:

0	UTRF	...	100
1	TRF	...	XXX
2	UND	...	None
3	UND	...	None
4	UND	...	None
5	UND	...	None
6	UND	...	None
7	UND	...	None
8	UND	...	None
9	HUP	...	None
*	• FAX1	...	Ixxxxxxx
#	LOGON	...	None
TO	UTRF	...	100

2) Select the dialpad **Key** to program.

3) Enter the **Action** code from the scroll-down list. This will determine what the Voice Mail plays before the caller records a Fax message.

FAX1	Record a Fax Message	Plays the Fax Mail prompts then sends a carrier tone to the sending Fax machine
FAX1C	Record a Fax Message	Plays the Fax Mail prompts then sends a carrier tone to the sending Fax machine. After the caller presses **Start**, Voice Mail will tag the message "confidential" and then send it.
FAX1U	Record a Fax Message	Plays the Fax Mail prompts then sends a carrier tone to the sending Fax machine. After the caller presses **Start**, Voice Mail will tag the message "urgent" and then send it.
FAX2	Record a Fax Message	Sends a carrier tone only (no prompts) to the sending Fax machine.
FAX2C	Record a Fax Message	Sends a carrier tone to the sending Fax machine. After the caller presses **Start**, Voice Mail will tag the message "confidential" and then send it.
FAX2U	Record a Fax Message	Sends a carrier tone to the sending Fax machine. After the caller presses **Start**, Voice Mail will tag the message "urgent" and then send it.

4) In the **Number** field, enter **I** plus an **X** for each digit in the mailbox number where the caller is sending the Fax message.

Fax-On-Demand

General Information

Fax-On-Demand lets a caller use the Voice Mail to send a Fax to a subscriber, guest, or message center mailbox. The Voice Mail stores the faxed document as if it were a message and then sends it to a caller on request. The recipient who is ready to read the Fax simply sends it to a Fax machine.

Fax Mailbox stores Fax documents on the hard disk and then sends them to callers on request. Callers simply press one or more dialpad keys to select the documents that they wish to receive. The Automated Attendant then sends the requested document to each caller's Fax machine. The Voice Mail can send Fax documents by Fax Callbacks or Fax Same-Call Transactions.

For **Fax Callbacks**, the Automated Attendant requests the caller's Fax number, calls back the person at that number, and then Faxes the document. If the callback doesn't go through, the Voice Mail will retry the call. Both the amount of time that the Voice Mail waits before retrying and the number of retries are programmable. In addition, you can allow or prevent long distance callbacks. If you allow long distance callbacks, you can still restrict callbacks to four different areas codes. This prevents, for example, callbacks to overseas numbers.

For **Fax Same-Call Transactions**, the Voice Mail can Fax the document to an online caller, as long as the caller is using a Fax telephone.

A caller can order up to 10 **Fax documents** in any one session, without restriction on the number of pages in a document. If desired, you can record an announcement that lists all Fax documents that have been loaded into the Voice Mail system. You can also require that the caller enter a security code for access to any document containing sensitive information.

As long as a document is in the TIF format, you can load the document into the system from a floppy disk. You can also enter a Fax document by faxing it in to a Receive Only mailbox.

Included in the Fax Mail feature are 16 **Fax Distribution Lists** which let the Voice Mail send up to 10 different Fax documents to 100 Fax numbers (maximum) at the date and time you select.

Setting Up Fax-On-Demand

Once you set up the Fax-On-Demand features, Voice Mail callers will be able to select the document they want by pressing a key on their Touch Tone phones, and use a Fax telephone to send the selected Fax to a Subscriber, Guest, or Message Center mailbox.

In order to use the Fax-On-Demand feature, the following setup is required:

- ■ Set up the Fax document slots

- ■ Create distribution lists
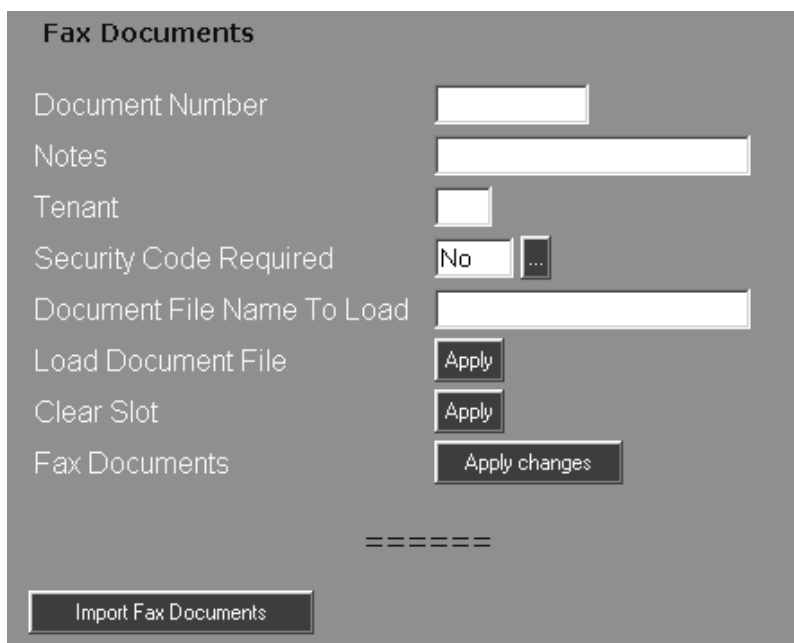
- ■ Customize the Fax cover page

Setting Up the Fax Document Slots

The Voice Mail contains up to 100 Fax slots, which are numbered 1 through 100. Documents (in the form of TIF files) can be loaded into the slots from a resource such as the hard drive on your PC, a CD Rom or a floppy disk. Documents can also be loaded by faxing them in from a Fax machine.

To load a document into a slot:

If the document you want to load already resides in the Voice Mail, use this procedure to load it into a slot.

1) Select **Fax Documents** from the **Customize** section of the main menu:

2) Specify options in each field for this document slot:

■ In the **Document Number** field, assign an ID number to the document.

■ In the **Notes** field, enter a brief note (up to 30 characters including spaces) about the Fax document that you are going to load into this slot.

■ In the **Tenant** field, enter the number that identifies the tenant who has access to the Fax slot.

■ To limit access to the Fax slot, select **Yes** for Security Code Required.

3) Enter the file name in the **Document File Name to Load** field.

4) Click the **Apply** button next to Load Document File to load the specified document into the designated slot. In the screen shown above, document number 1000, Company Spec Sheet, is loaded into Fax slot #1

5) To remove the current Fax document from the Fax slot, click the **Clear Slot** button.

6) When you have finished entering information about the Fax document in this slot, click the **Apply changes** button. Use the numbered buttons at the top of the screen to select the next slot.
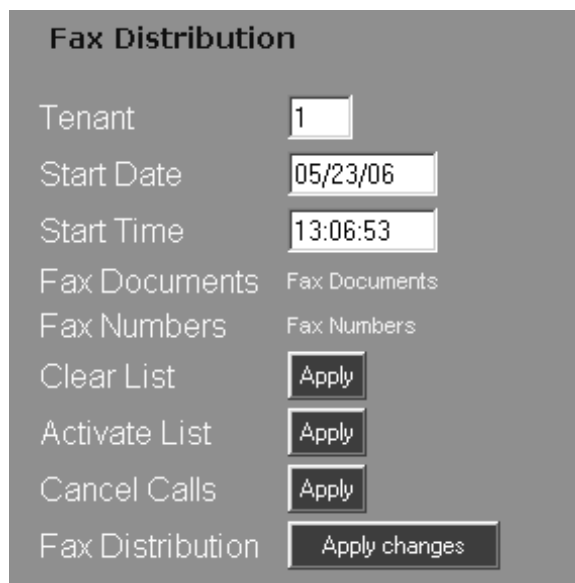
To import a file to load into a slot:

If the file you want to load into a slot does not reside in the Voice Mail, you can import it from one of several sources such as a floppy disk.

1) Click the **Import Fax Documents** button on the Fax Documents screen. An Upload Service browser is displayed:

2) Click the **Browse** button, locate the resource and the file, and then click **Open**. The file name you selected will appear in the Browse field.

3) Click **Upload now**. A message is displayed telling you that the file has been uploaded. Click **OK** to close the message window. The name of the uploaded file will appear in the Upload Summary window. After uploading the files you want, close the browser window.

4) Click **Apply changes** on the Fax Documents screen. A pop-up window will appear showing all the files that are now available to load into Fax slots.
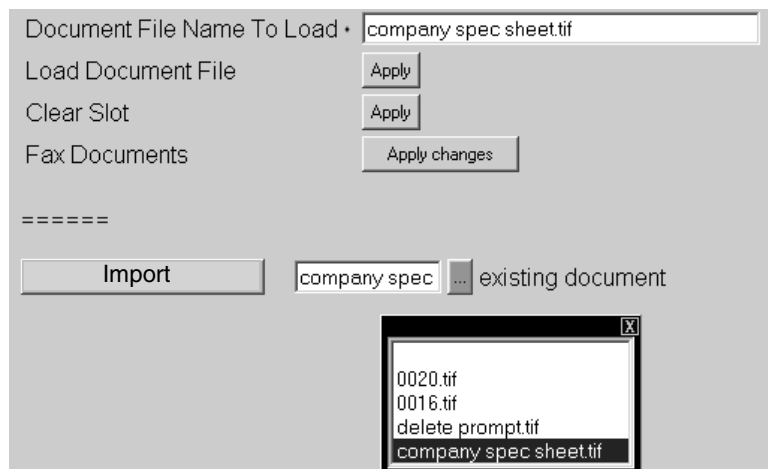
5) Scroll through the list and select the file to be loaded into the designated slot. The file name will be displayed in the Document File Name to Load field.

6) Click the **Apply** button next to Load Document File to load the specified document into the designated slot.

Creating Fax Distribution Lists

The Voice Mail provides up to 16 Fax distribution lists for scheduling Fax callouts. Each list lets the Voice Mail send up to 10 Fax documents to a maximum of 100 Fax numbers on the date and time indicated.

1) Select **Fax Distribution** from the **Customize** section of the main menu:

Fax Distribution

Tenant	1
Start Date	05/23/06
Start Time	13:06:53
Fax Documents	Fax Documents
Fax Numbers	Fax Numbers
Clear List	Apply
Activate List	Apply
Cancel Calls	Apply
Fax Distribution	Apply changes

2) Specify the Fax Distribution options in each field for this slot:

■ In the **Tenant** field, enter the number that identifies the tenant who will receive the document(s).

■ Enter the **Start Date** for Fax transmission in MM/DD/YY format.

■ Enter the **Start Time** for Fax transmission in HH:MM:SS format.

3) If you have made a mistake on the Fax Numbers list and you want to start over, click the Clear List **Apply** button to erase your current list.

4) Click the Activate List **Apply** button to enable the current Fax Numbers list.

5) If there is a problem with your Voice Mail or phone list or an error in a Fax document, click the Cancel Calls **Apply** button to cancel any Fax calls that have not yet been dialed.

6) When you are finished specifying Fax Distribution options, click the **Apply changes** button to save the changes.

7) Click the **Fax Documents** link:

8) Enter the **Document Number** of the Fax document that has been loaded into a Fax slot.

9) Click the **Back** button to return to the Fax Distribution screen. Then click the **Fax Numbers** link:

10) Enter the name, number, and extension of the company or person who is to receive the selected document(s). You can list up to 100 Fax numbers in your Voice Mail system by any of the following:
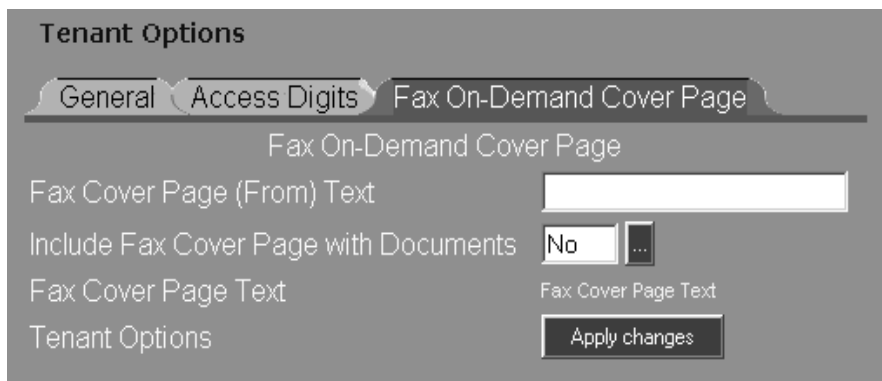
■ the **Name** of the company or person who is to receive the document(s) at the tenant site

■ the **Number** that the Automated Attendant of the Voice Mail must dial

■ a destination **Extension** number for reaching that company or person. Note that you must combine all digits into one string, such as 12039254266, without using any spaces or parentheses.

**Customizing
the Fax-On-
Demand
Cover Page**

1) Select **Tenant Options** from the **Customize** section of the main menu and then click the **Fax On-Demand Cover Page** tab:

Tenant Options

General   Access Digits   Fax On-Demand Cover Page

Fax On-Demand Cover Page

Fax Cover Page (From) Text	
Include Fax Cover Page with Documents	No ...
Fax Cover Page Text	Fax Cover Page Text
Tenant Options	Apply changes

2) In the **Fax Cover Page From Text** field, enter the source of the Fax document such as a Company name, up to 30 characters per line, or enter None.

3) Select **Yes** to **Include Fax Cover Page with Documents**.

4) Click the **Fax Cover Page Text** link:

Back

Fax Cover Page Text

Cover Page Text

1
2
3
4
5
6
7
8
9

5) In the **Cover Page Text** field, enter up to 15 lines of free form text (up to 60 characters per line).

6) Click the **Back** button to return to the previous screen

7) Click the **Apply changes** button.

Using the Fax Server

The Fax Server allows you to Fax a document directly from an application you are using on a client PC. 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. To Fax a document, select the application's print menu and choose Voice Mail Fax Server as the printer. From the Fax Server setup window, select the recipient of the Fax.

Note - The screens displayed in this section were captured from Microsoft Word. The screens on your PC may look different depending on the application that you use to send the Fax.

Sending a Fax Message

1) From the application you are using, select **File** ⇨ **Print**. You see a print setup screen from your application. For example:
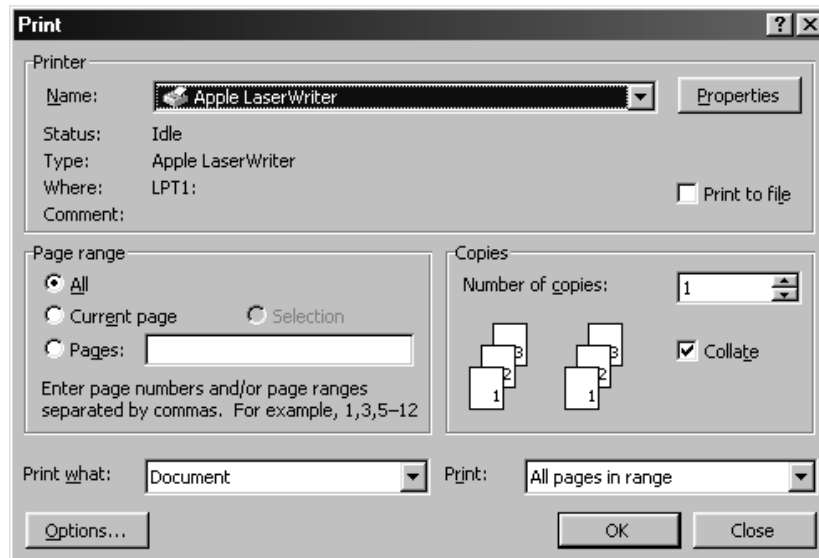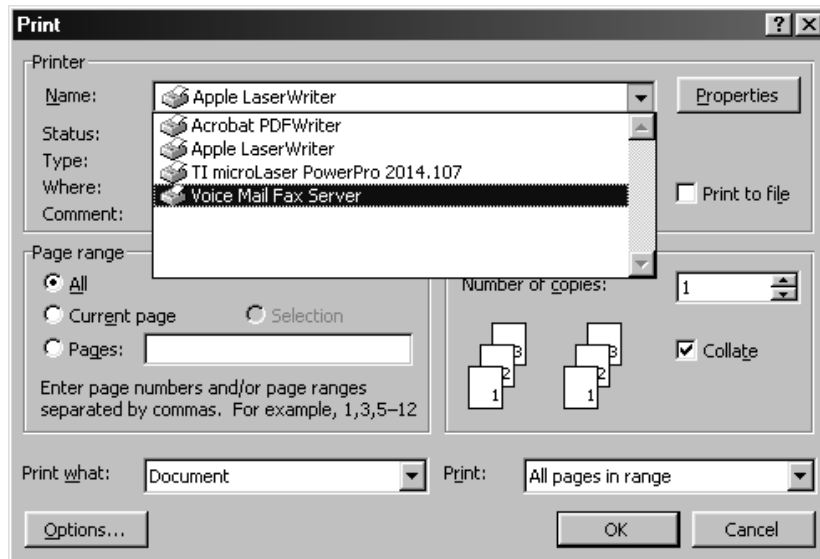

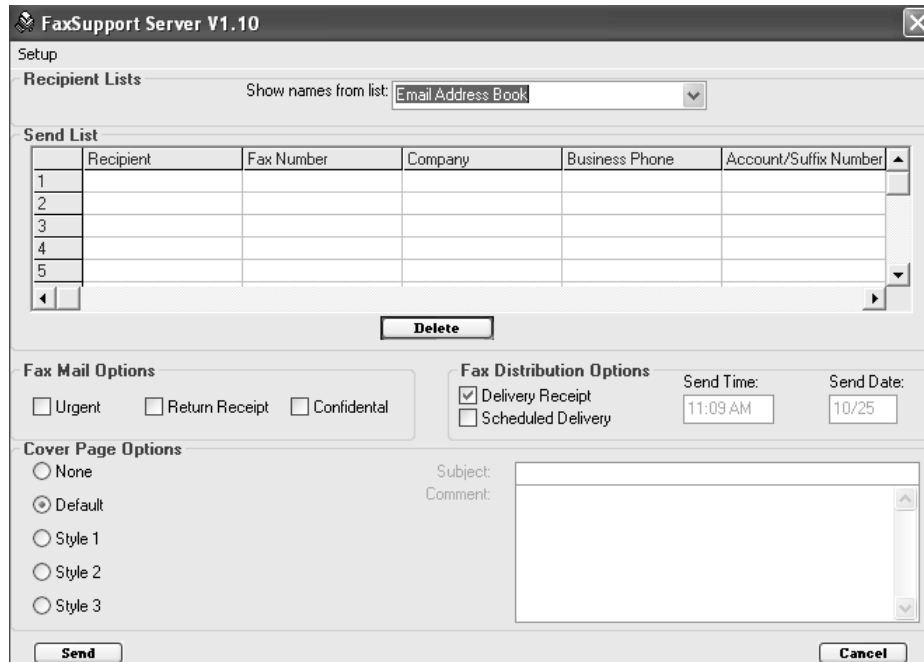2) Make sure that the **Print to file** check box is not checked.

3) Scroll the Printer Name list and select **Voice Mail Fax Server**. Click **OK**.

4) After a few seconds, you see the **Fax Server Setup** screen:

5) Make the following entries in the **Send List** fields:

■ Enter the name of the **Recipient**

■ Enter the recipient's **Fax Number**.

Be sure to enter the Fax number exactly as the Voice Mail needs to dial it. For example, a local call is XXX-XXXX. A long distance call within the same area code is 1-XXX-XXXX. A long distance call outside of the same area code is 1-XXX-XXX-XXXX.
(You do not have to enter any access digits to gain access to a line. Access digits are already programmed.)

■ Enter the name of the recipient's **Company** name.

■ Enter the recipient's **Business Phone** number.

■ If applicable, enter the **Account** or Suffix Number.
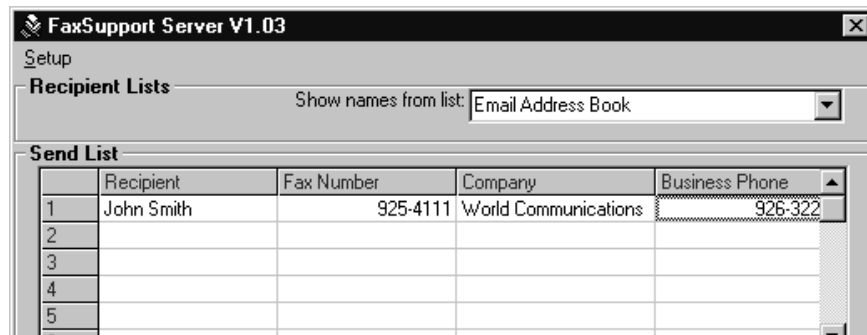
6) Repeat step 5 for each recipient. You can have up to 200 recipients.

7) If the recipient information is not correct, click **Delete** to start over.

8) If you do not want to send the Fax, click the **Cancel** button to cancel it.

9) If the information is correct, click the **Send** button at the bottom of the screen.

Clicking **Send** will minimize the Fax Server icon to the System Tray (see below). The Faxes begin to download to the Voice Mail for delivery. This download may take several seconds or several minutes, depending on the number of pages in the Fax and the number of recipients. No additional Faxes should be sent until the Fax Server icon clears from the system tray.

Fax Server Icon ◄

Using the Fax Setup Options

Sending Fax messages can be enhanced by using the various Fax Setup options. These options make sending a Fax message easy, and allow you to customize your message.

Recipient List Options

Show names from list allows you to select names from different lists so that you do not have to type in a name manually. You can select from:

■ Email Address Book (which uses your address book from your native Email program). Each name must have a profile.

■ Outlook Contact Folders (which lists the people in your Contact Folder for which you have identified a Fax number)

■ Voice Mail Directory. When you use the Voice Mail Directory, your Fax is sent through Fax Mail. You can then use the Fax Mail Options portion of the screen to tag your message as Urgent or Confidential, or to request a Return Receipt.

Using the Email Address Book

1) Initiate Sending a Fax message so that you see the Fax Server Setup screen:

2) If you do not see **Email Address Book** in the **Show names from list**, click on the ▾ button:

3) Click on **Email Address Book**. You see a screen showing the Address Book or lists that are loaded for your system. (These Address Books and lists are from your native Email program, such as Microsoft Exchange/Outlook, and are already installed on your desktop.) For example:

4) Click to highlight the name of the person you want to receive your Fax. Then, click the **Fax Recipients** button. The name is copied to the right-hand column:
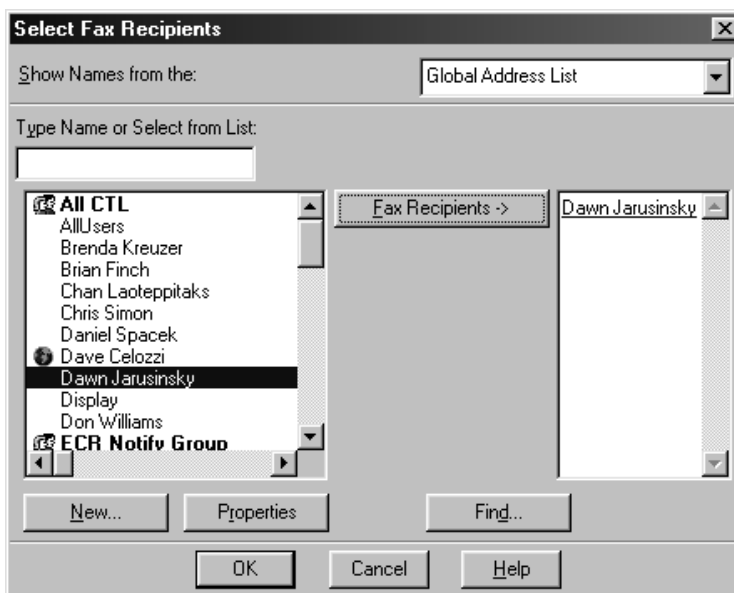
5) Click **Properties** so that you can verify that the Fax number in the Address Book is entered exactly as the Voice Mail dials it. (Do not enter any access digits that the Voice Mail has to dial to gain access to a line.) If it is not, and you are in your Personal Address Book, change the Fax number so that it matches what the Voice Mail dials. (*Note* **-** You are actually editing your Address Book in your native Email program. In this example, the Email program is Microsoft Exchange/ Outlook. If you need help, refer to the documentation for your native Email program.) If you have Exchange/Outlook, are using a Global Address Book, and you do not have permission to change the number, you will have to type in the recipient manually. When you are finished with Properties, return to the **Select Fax Recipients** screen.

6) Repeat steps 4 and 5 for each recipient. You can have up to 200 recipients.

7) Click **OK**. The name drops to the **Send List** box. For example:

8) Finish setting up your Fax including selecting any Fax Mail Options that you want (Urgent, Confidential, Return Receipt). When you are finished, click **Send** to send the Fax.
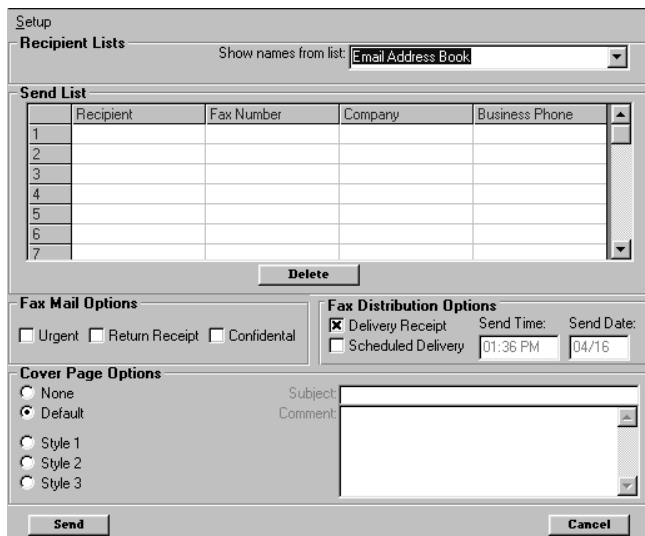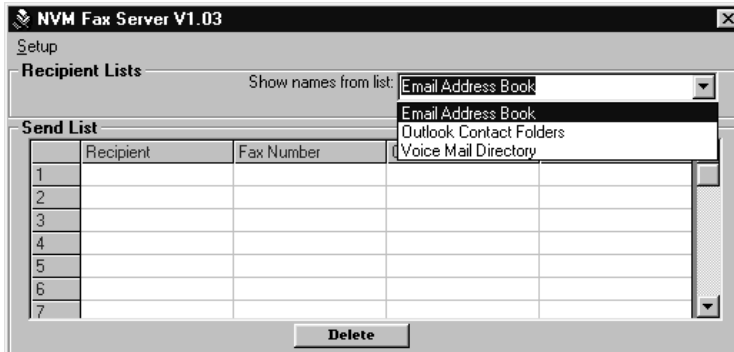
Using the Contact Folder from Microsoft Outlook

If you have set up your Contact Folder in Microsoft Outlook, you can also select names from this application when you send a Fax. In order for this feature to work properly, your computer must have Outlook 98 or higher installed.
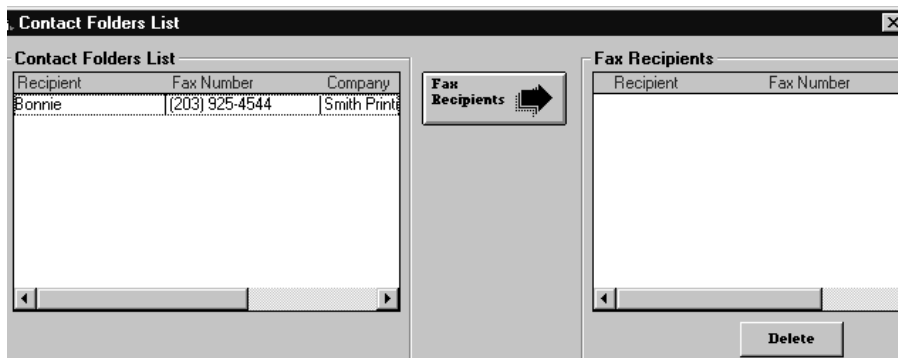
1) Initiate Sending a Fax message so that you see the Fax Server Setup screen.

2) In **Show names from list**, click on the ▼ button. You see:

3) Click on **Outlook Contact Folders**. You see all the contacts in your Contact Folder that you have identified with a Fax number. For example:

4) Click to highlight the desired recipient for your Fax, and then click the Fax Recipient button. You see the contact information copied into the **Fax Recipients** pane. For example:
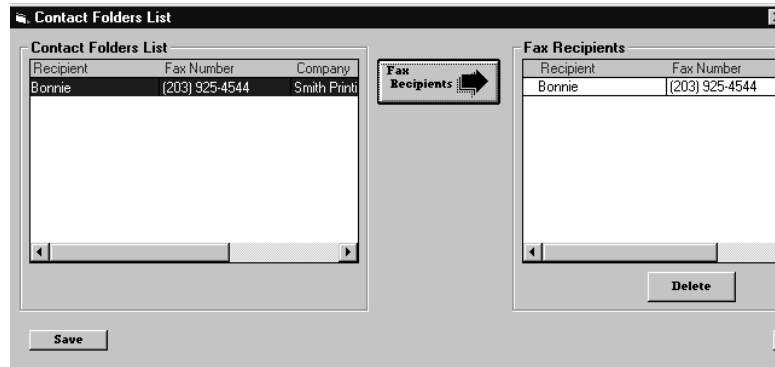
5) Repeat step 4 for each recipient from the **Contact Folders List** that you want to be copied into the list of **Fax Recipients**. (To remove a recipient from the list, click to highlight the desired recipient, and click **Delete**.)

6) When you have finished making your selections, click **Save**. The recipients appear in the **Send List**. For example:
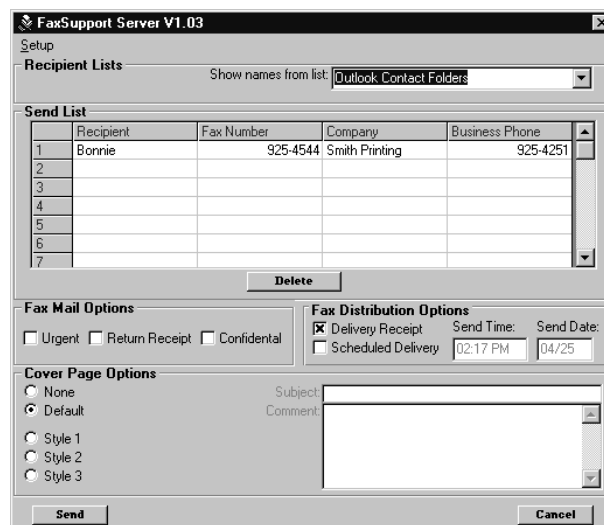
7) Finish setting up your Fax including selecting any Fax Mail Options that you want (Urgent, Confidential, Return Receipt). When you are finished, click **Send** to send the Fax.
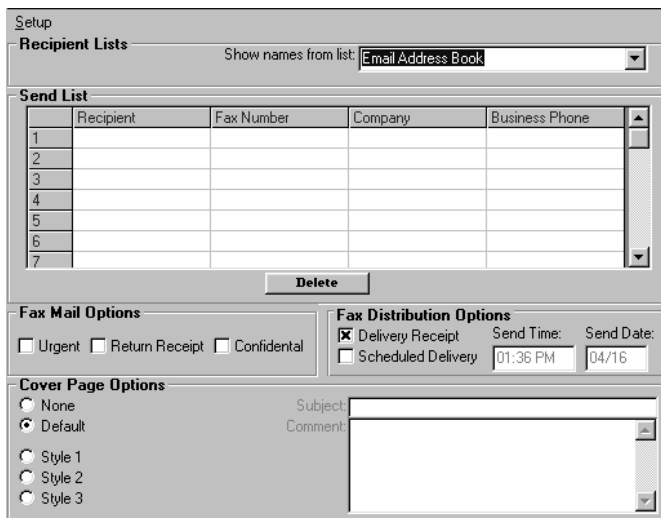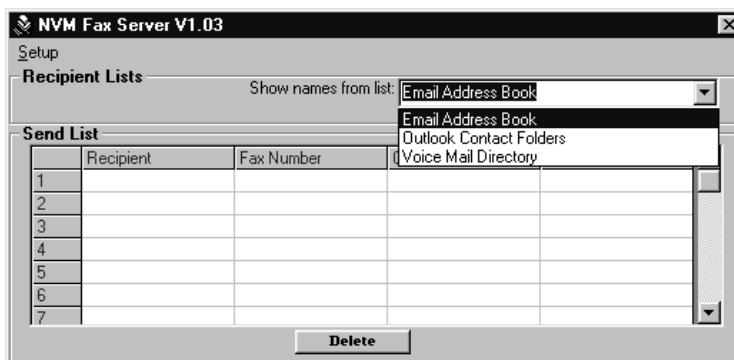
Using the Voice Mail Directory

You can also select a name from the Voice Mail Directory when you send a Fax. If you use the Voice Mail Directory, your Fax is sent through Fax Mail. You can then use the Fax Mail Options portion of the screen to tag your message as Urgent or Confidential, or to request a Return Receipt.
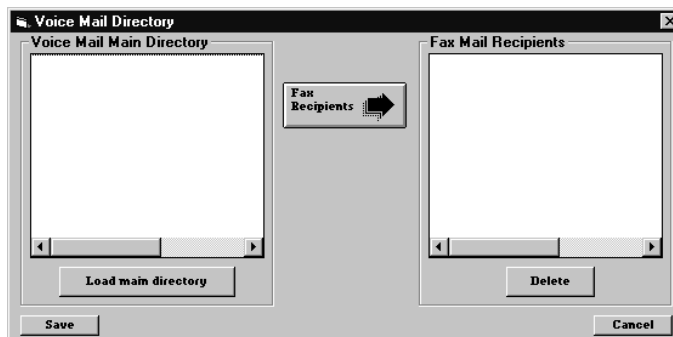
1) Initiate Sending a Fax message so that you see the Fax Server Setup screen.

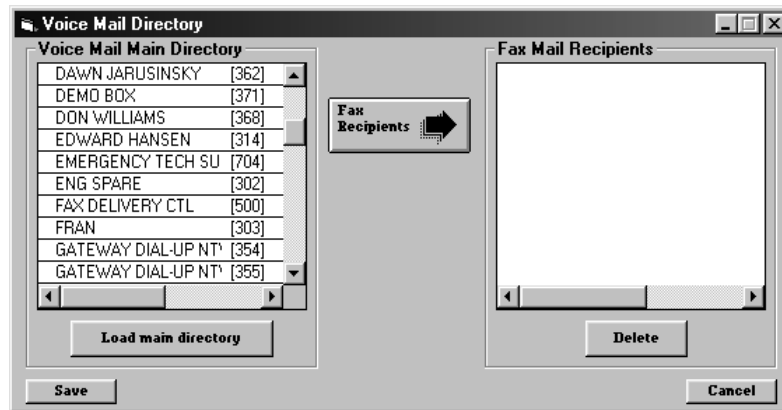2) In **Show names from list**, click on the ▼ button. You see:

3) Click on **Voice Mail Directory**. You see a Voice Mail Directory screen.

4) Click **Load main directory**. This loads the directory of Voice mailboxes for your system. For example:

5) Click on the name of the person who should receive your Fax. (Move the scroll bar up and down to view the names in the Main Directory).

6) Click on **Fax Recipients**. The name moves to the **Fax Mail Recipients** column. For example:
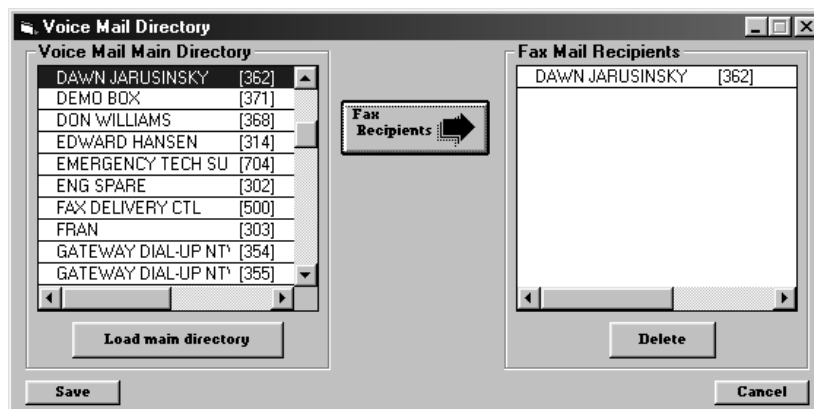
7) Repeat steps 5 and 6 for each Fax Recipient.

■ If you do not want this list, click the **Cancel** button to cancel it.

■ If one (or more) of the recipients is not correct, click to highlight the name(s) and press **Delete**.

■ If the information is correct, click the **Save** button at the bottom of the screen. The recipients now appear in the **Send List**.

For example:

FaxSupport Server V1.03	×

<u>S</u>etup

Recipient Lists

Show names from list: [Voice Mail Directory ▼]

Send List

	Recipient	Fax Number	Company	Business Phone	▲
1	DAWN JARUSINSKY	[362]			
2					
3					
4					
5					
6					
7					▼

[**Delete**]

Fax Mail Options

☐ Urgent ☐ Return Receipt ☐ Confidental

Fax Distribution Options

☒ Delivery Receipt
☐ Scheduled Delivery

Send Time: [01:48 PM]   Send Date: [05/01]

Cover Page Options

○ None
⦿ Default
○ Style 1
○ Style 2
○ Style 3

Subject: [ ]
Comment: [ ]

[**Send**]   [**Cancel**]

8) Finish setting up your Fax including selecting any Fax Mail Options that you want
(Urgent, Confidential, Return Receipt). When you are finished, press **Send** to
send the Fax.

Fax Mail Options

Fax Mail Options allow you to tag your Fax messages as Urgent or Confidential, or to request a Return Receipt. To use these options, you must use the Voice Mail Directory to send the Fax through the Voice Mail. For more information on Urgent and Confidential messages as well as Return Receipt, see the Voice Mail User's Guide.

1) Initiate Sending a Fax message so that you see the Fax Server Setup screen.

2) Complete the Send List portion of the screen using the Voice Mail Directory.

3) Click on the boxes for the Fax Mail Options that you want (Urgent, Confidential, Return Receipt.)

4) Finish setting up your Fax. When you are finished, press **Send** to send the Fax.

Fax Distribution Options

Fax Distribution Options are those features that you can use when your Fax is received at a Fax machine. (You do not use the Voice Mail directory.)

Delivery Receipt sends you a notification that your Fax was delivered to the recipient. You receive a verbal notification in your Subscriber Mailbox, as well as an Email in your Microsoft Exchange/Outlook Mailbox (if integrated with the Voice Mail). This feature is enabled by default. You must disable it if you do not want a notification that your Fax was delivered.

Scheduled Delivery allows you to set the **Time** and **Date** that you want your Fax delivered.

To Use the Fax Distribution Options:

1) Initiate Sending a Fax message so that you see the Fax Server Setup screen.

2) Complete the **Send List** portion of the screen by manually typing in the recipient or by using your native Email program or your Outlook Contact folder.

3) Click on the boxes for the Fax Options as follows:

For Delivery Receipt:

■ If you want to receive notification that your Fax was delivered, leave this entry as it is.

■ If you do not want to receive notification, click this box so that the **x** is removed.

For Scheduled Delivery:

■ Click on the **Scheduled Delivery** box so that it is marked with an **x**.

■ Click on the box under **Send Time**. Enter the time that you want your Fax delivered.

■ Click on the box under **Send Date**. Enter the date that you want your Fax delivered.

If the information is correct, click the **Save** button at the bottom of the screen.

4) Finish setting up your Fax. When you are finished, press **Send** to send the Fax.

Cover Page Options

When you send a Fax, you have the choice of using no cover page, using the Voice Mail's default cover page, or using one of three styles of cover pages. If you use one of the three styles, you will also be able to add a subject and/or any comments to the cover page.

To Use the Fax Server Cover Page Options:

1) Initiate Sending a Fax message so that you see the Fax Server Setup screen.

2) Complete the **Send List** portion of the screen by manually typing in the recipient or by using the Voice Mail Directory, your native Email program, or your Outlook Contact folder.

3) If you assigned a recipient by using the Voice Mail Directory (so that your Fax is sent through Fax Mail), select the desired Fax Mail Options.

4) If you assigned a recipient by using your Email address book, your Outlook Contact folder, or by typing in the name manually (so that your Fax is sent to a Fax machine), select the desired Fax Delivery Options.

5) Click on the type of Cover Page that you want as follows:

■ For no cover page, click **None**.

■ For the Voice Mail's default cover page, click **Default**.

■ For the cover page style shown below, click **Style 1**.
Click in Subject, and type in a subject if desired.
Click in Comment, and type in comments if desired. For example:

Styles of Fax Cover Pages

Subject of Fax

Comments to Fax

Info from Fax Server Setup

■ For the cover page style shown below, click **Style 2**.
Click in Subject, and type in a subject if desired.
Click in Comment, and type in comments if desired. For example:

■ For the cover page style shown below, click **Style 3**.
Click in Subject, and type in a subject if desired.
Click in Comment, and type in comments if desired. For example:

6) Finish setting up your Fax. When you are finished, press **Send** to send the Fax.

Customizing the Fax Cover Pages

Fax Server has three styles of Fax Cover Pages. Each style can be customized.

To Customize the Fax Cover Pages:

1) From the computer's desktop, open **Windows Explorer**.

2) Locate and expand to show the contents of **Program Files**.

3) Locate and expand to show the contents of **CTL**.

4) Open the **FaxSupport Server** folder.

You see the three files that correspond to the **Cover Pages**: **Cover1.cpg**, **Cover2.cpg** and **Cover3.cpg** (which correspond to Style 1, Style 2 and Style 3, respectively).

Note - Before you continue with editing the cover pages, it is recommended that you copy the files listed in step 3, and place the copies of the files in another file folder. That way, you can return to the default cover pages if you need to do so.

5) Double-click on **Coverpg** to open the **Cover Page Editor**:
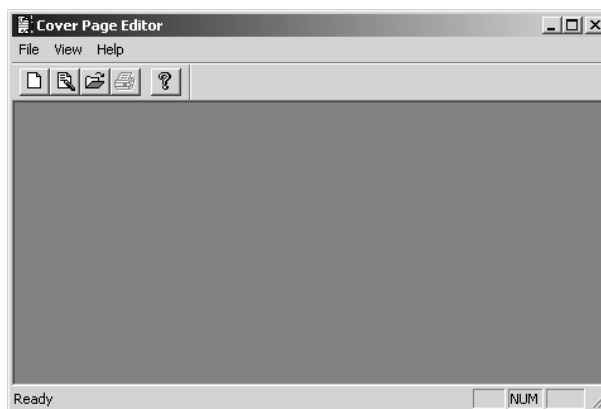
6) Click **File** ➪ **Template Editor**. You see:

7) Double-click on the cover page that you wish to modify. For example: Double-clicking on **Cover1.cpg** opens the following screen:
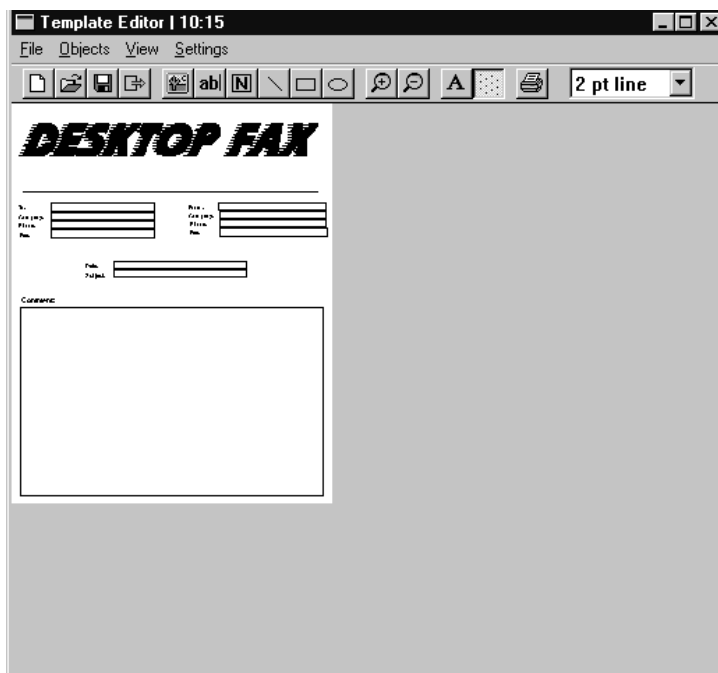
8) Edit the page using the items on the Menu Bar and ToolBar. The Cover Page Editor uses standard editing tools found in other programs (e.g., Zoom).

9) When you have finished making changes to the cover page:

■ Click **File** ⇨ **Save** to save your changes to the page.

■ Click **File** ⇨ **Exit** to quit the File Template Editor.

Chapter 5: Viewing and Printing Reports
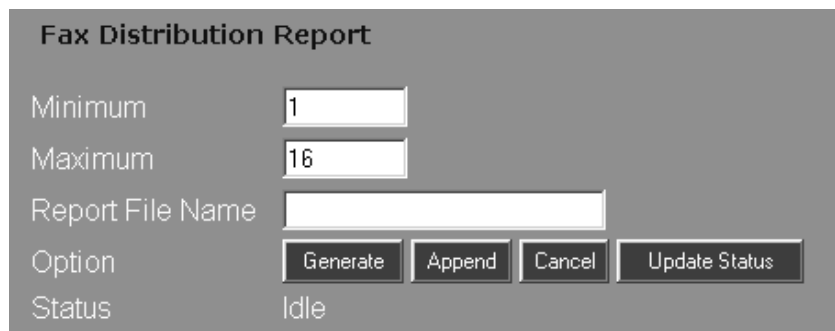
Several Fax reports can be accessed from the NVM-DFx web based user interface. The reports can be viewed on the screen and can be printed out. To print a report, you will need a Linux-compatible printer with a Linux printer driver installed.

Fax Distribution Report

This report shows all the Fax Distribution Lists that have been created.

To view and print a Fax Distribution report:

1) Select **Fax Distribution Report** from the **Reports** section of the main menu. You will see the following dialog box:

2) In the **Minimum** field, enter the number of the lowest-numbered Distribution List you want to see displayed. In the **Maximum** field, enter the number of the highest-numbered Distribution List you want to see displayed.

3) If you are going to save this report for future reference, enter a file name in the **Report File Name** field.

4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.

5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

Fax Documents Report

This report shows all the Fax Documents that have been created.

To view and print a Fax Documents report:

1) Select **Fax Documents Report** from the **Reports** section of the main menu. You will see the following dialog box.

2) If you are going to save this report for future reference, enter a file name in the **Report File Name** field.

3) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.

4) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

```
05/03/06   10:32:20                              Page 1


           FAX DOCUMENT DATABASE

 Slot  Doc #       Notes                    Exists Tenant  Type  Sec Cd
----|----------|-----------------------------|------|------|------|------
1   |          |                             | No   |  1   | Doc  | No
2   |          |                             | No   |  1   | Doc  | No
3   |          |                             | No   |  1   | Doc  | No
4   |          |                             | No   |  1   | Doc  | No
5   |          |                             | No   |  1   | Doc  | No
6   |          |                             | No   |  1   | Doc  | No
7   |          |                             | No   |  1   | Doc  | No
8   |          |                             | No   |  1   | Doc  | No
9   |          |                             | No   |  1   | Doc  | No
10  |          |                             | No   |  1   | Doc  | No
11  |          |                             | No   |  1   | Doc  | No
12  |          |                             | No   |  1   | Doc  | No
13  |          |                             | No   |  1   | Doc  | No
14  |          |                             | No   |  1   | Doc  | No
15  |          |                             | No   |  1   | Doc  | No
16  |          |                             | No   |  1   | Doc  | No
```

Fax Port Options Report

This report shows the Port Options settings for Fax Mail.

To view and print a Fax Port Options report:

1) Select **Fax Port Options Report** from the **Reports** section of the main menu. You will see the following dialog box:

2) In the **Minimum** field, enter the number of the lowest-numbered port for the options you want to see. In the **Maximum** field, enter the number of the highest-numbered port for the options you want to see.

3) If you are going to save this report for future reference, enter a file name in the **Report File Name** field.

4) Click the **Generate** button. It may take a few seconds for the report to generate. If the status is "Busy", click the **Update Status** button. When the status reads "Done" the report is ready to view.

5) Click on the **Report Results** hyperlink to view the report. Use the Operating System's **Print** function to obtain a hard copy of the report.

Callout Log Report

Callout Log Report

The Callout Log report will show information about any Message Notification calls
made by the Voice Mail. (If there are no callout entries in the log, the report will
read, *Callout Log is empty.*)

To view and print a Callout Log report:

1) Select **Callout Log Report** from the main menu:

```
Callout Log Report

Report File Name  [_____]
Option            [Generate] [Append] [Reset] [Cancel] [Update Status]
Status            Idle
```

2) Enter a file name in the **Report File Name** field.

3) Click the **Generate** button. It may take a few seconds for the report to generate.
   If the status is "Busy", click the **Update Status** button. When the status reads
   "Done" the report is ready to view.

4) Click on the **Report Results** hyperlink to view the report. Use the Operating
   System's **Print** function to obtain a hard copy of the report.

```
09/23/04  13:14:27           CTL IN HOUSE                Page 1

          CALLOUTS from    03/18/04 14:32

                               Total Time
Mailbox Port    Date     Time   Min:Sec Status    Callout Number
-------|----|-----------------|---------|----|----------------------------
349      5    05/17/04 12:37:13   00:06  BSY                      349
349      4    05/17/04 12:40:21   00:06  BSY                      349
349      4    05/17/04 14:39:34   00:07  BSY                      349
349      4    05/17/04 14:42:44   00:06  BSY                      349
349      5    05/17/04 14:45:52   00:07  BSY                      349
349      4    05/17/04 15:19:14   00:07  BSY                      349
349      4    05/17/04 15:22:24   00:07  BSY                      349
349      4    05/17/04 15:25:33   00:07  BSY                      349
349      4    05/17/04 16:22:23   00:07  BSY                      349
349      4    05/17/04 16:25:32   00:07  BSY                      349
349      5    05/17/04 16:28:40   01:44  ANS                      349
368      5    05/18/04 08:28:51   00:45  RNA                  3147003
368      5    05/18/04 08:34:38   00:45  RNA                  3147003
368      5    05/18/04 08:40:25   00:35  REJ                  3147003
349      4    05/18/04 08:57:06   00:07  BSY                      349
349      5    05/18/04 09:00:14   00:07  BSY                      349
334      5    05/18/04 09:23:30   00:39  RNA                      334
334      5    05/18/04 09:29:11   00:07  BSY                      334
349      5    05/18/04 10:13:32   00:07  BSY                      349
334      4    05/18/04 10:59:16   00:39  RNA                      334
334      5    05/18/04 11:04:56   00:39  RNA                      334
334      5    05/18/04 11:10:37   01:07  REJ                      334
334      5    05/18/04 11:41:45   00:39  RNA                      334
```

For each mailbox number with a callout, the report displays the following fields:

- **Port** - Shows the port used for the callout.

- **Date**, **Time** - Shows the date and time of the callout.

- **Total Time** - Shows the duration of the callout.

- **Status** - Shows one of the following statuses of the callout:

    - BSY - Callout number was busy.

    - REJ - Message Notification or Network callout was rejected for one of the following reasons:

        Message Notification recipient did not dial 1 to accept the callout

        Network callout could not be accepted at destination

        Someone mistakenly answered the callout and dialed 1 to reject it

        The hard disk at the destination was full.

    - RNA - Ring-No-Answer at any non-pager callout number.

    - ANS - Message Notification, Fax, or Network callout was answered. For Message Notification, ANS shows that someone dialed 1 to accept the call or answered the paging service.

    - ABO - Fax or Network callout was aborted. The Network callout received no response at the destination.

    - ERR - Network callout had a handshaking/protocol error.

- **Callout Number** - Shows the number dialed by the Voice Mail.

5) Note - To enable or disable this report, select Callout Options from the Customize menu.

Callout Log Report

NEC

NEC Unified Solutions, Inc.
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necunifiedsolutions.com

Other Important Telephone Numbers

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Customer Service: 203-926-5444
Customer Service FAX: 203-926-5454
Technical Service: 203-925-8801
Discontinued Product Service: 900-990-2541
Technical Training: 203-926-5430
Emergency Technical Service (After Hours) 203-929-7920
　　　(Excludes discontinued products)

NEC

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