

# MiCollab Advanced Messaging 9.3

## Fax Messaging for RightFax

### Administration Guide

For version 9.3 and above

## Notice

The information contained in this document is believed to be accurate in all respects but is not warranted by Mitel Networks™ Corporation (MITEL®). Mitel makes no warranty of any kind with regards to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The information is subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

## Trademarks

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at [legal@mitel.com](mailto:legal@mitel.com) for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

© Copyright 2022, Mitel Networks Corporation

All rights reserved

# Contents

<b>Preface</b>	<b>4</b>
References	4
Documentation	4
Documentation Updates	5
Help	5
Document Conventions	5
<b>Fax Messaging Overview</b>	<b>7</b>
Fax Messaging and the MiCollab AM System	7
How Fax Messages Pass through the System	8
<b>Configuring the MiCollab AM System for Fax Messaging</b>	<b>9</b>
Preparing for Configuration	9
Setting Up Fax Messaging	10
Fax Delivery Mailbox	11
Fax Broadcast Groups	12
Configuring Call Processors with Subscriber Fax Actions	12
<b>Creating Fax Manager Mailboxes on the Fax Server</b>	<b>14</b>
<b>Troubleshooting Fax Messaging</b>	<b>16</b>
MiCollab AM Error Prompts	16
<b>Appendix A: Cover Pages</b>	<b>17</b>
Fax Messaging: Desktop Cover Page	17
Fax Messaging: Hotel Cover Page	18
Fax Messaging to Prompt Cover Page	19
Fax Messaging: To Sender Cover Page	19
<b>Appendix B: A Sample Fax Messaging Application</b>	<b>21</b>
Fax Delivery Mailboxes	23

# Preface

This guide describes how to set up Fax Messaging in an application. Fax Messaging is an advanced feature that can be installed on any system incorporating both a MiCollab Advanced Messaging (MiCollab AM) System Server and a RightFax Enterprise Fax Server.

This guide is written for Mitel-certified administrators and technicians who are familiar with MiCollab Advanced Messaging (MiCollab AM) procedures and terminology, the **MiCollab AM Admin** utility, Enterprise Fax Manager, and the Microsoft Windows® operating system.

## References

A catalog of technical documentation is included on the MiCollab AM Installation Media. If you are installing any advanced applications, such as Networking and Fax Server applications, you should refer to the appropriate technical documentation for application and installation information.

## Documentation

The technical documentation is produced in the PDF format and requires the PDF reader to view it. The MiCollab AM Documentation Library includes the following documents and resources:

- **Administration Documentation.** Available as a PDF only. Contains the following:
  - **Administration Guides.** Available as a PDF only. Contains administrative guides for administrators about how to manage and configure the messaging system.
  - **Quick Reference Cards (QRC).** Contains shortcuts and quick instructions telling subscribers how to access and use the messaging system.
  - **User Guides.** Available as a PDF only. Contains user guides for subscribers about accessing the messaging system and checking and sending messages.
- **Server Documentation.** Available as a PDF only. Contains the following:
  - **Developer Resources.** Contains programming guides and API references for developers for integrating the server clients and web applications with MiCollab AM.
  - **Installation and Configuration.** Available as a PDF only. Contains installation and configuration guides for server administrators about how to install and configure the messaging system.
  - **Integration Technical Notes (ITN).** Contains a set of guides that describe the integration methods and instructions for a variety of phone systems to work with MiCollab AM. The ITNs are generally used by resellers or administrators who are experienced with MiCollab AM and familiar with the integration procedures and terminology.
  - **Spare Parts Documentation.** Contains a set of guides that describe the instructions for installing and configuring hardware parts to work with MiCollab AM. These documents are

written for Mitel-certified MiCollab AM technicians who are experienced with MiCollab AM and familiar with the procedures and terminology.

- **Software Release Notice (SRN).** This notice introduces the new features, capabilities, and hardware/software requirements for the corresponding MiCollab AM version.

## Documentation Updates

Documentation updates may be available from the following sources:

- Mitel-certified technicians can view or download documents and program files from our partner web site: [www.mitel.com](http://www.mitel.com)

## Help

The primary source of information about MiCollab AM is the online help available within any of its administrative utilities. You can access **Help** by clicking the **Help** button in the dialog box or window in which you are working.

## Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in a box.

Example: **Enter**

When two keys must be pressed simultaneously, they are joined by a + sign.

Example: **Alt** + **Tab**

- **Reference to Document** Titles of other documents are shown in italics.

Example: See the *System Installation and Configuration Guide*.

- **User Interface (UI) Element Names.** Names of UI elements such as dialog boxes, windows, screens, menu items, tabs, buttons, and icons are shown in bold.

Example: On the **Startup** screen, click the **Start** icon.

- **User Input.** Information required to be typed is shown in italics.

Example: Type the password *voicemail*.

- **Warning, Caution, Important, and Notes.** Text for the contents that require attention are shown as follows:

**WARNING** A warning paragraph advises you of circumstances that can result in the loss of data, harm to the MiCollab AM System Server platform, or personal harm.

**CAUTION** Failure to follow these recommendations can result in unauthorized access to the system and consequent loss of data.

**IMPORTANT** An important paragraph gives decision-making information or informs you of the order in which tasks need to be completed.

**NOTE** A note gives additional information, provides an explanation, or indicates an exception to the information in the preceding text.

For more related documents, refer to the following list of references:

Table 1. References

Document Type	Document Title
Server Documentation	<i>System Installation and Configuration Guide</i>
Server Documentation	<i>RightFax Integration Guide</i>

# Fax Messaging Overview

Fax Messaging lets subscribers receive fax messages directly in their subscriber mailboxes from outside callers and other subscribers. Subscribers can then manage these fax messages in the same way that they manage voice messages, through a single consistent interface that simplifies message management. An industry term for this feature is fax store and forward.

With Fax Messaging, subscribers can receive faxes directly in their mailboxes, then manage them along with their voice and email messages. Fax Messaging offers these features:

- Confidentiality; instead of appearing at a shared fax machine, faxes wait in subscribers' mailboxes, where printout is under the subscribers' control
- Delivery information for each fax message, giving the page count, the date and time it was received, and the recorded name of the sender if it exists
- Distribution of a fax message to a group of people in the MiCollab AM system
- Voice annotation of faxes that you forward to others in the system
- Output at any fax machine by forwarding a fax to the appropriate mailbox
- Creation of outgoing faxes or library documents by simply printing from most Windows-based programs
- Support for Direct Inward Dialing (DID) or Direct Dial In (DDI) lines, which allow groups of subscribers to share fax ports while appearing to have dedicated fax lines of their own
- With VPIM voice message networking installed, ability to exchange both fax and voice messages with subscribers on other systems within the same voice- messaging network (for more information on VPIM networking, see the online book Digital Networking)

## Fax Messaging and the MiCollab AM System

Fax Messaging requires a MiCollab AM System Server integrated through a Telephony Gateway to a RightFax Fax Server. The fax server provides all of the fax processing in a MiCollab AM system. It can use different methods to route incoming fax messages to their destinations; it also manages the conversion of a document when a subscriber creates a new outgoing fax, then sends that fax to its destination.

The fax server manages the system's fax ports. When a caller needs to leave a fax as part of a MiCollab AM session, the telephony and fax servers coordinate their efforts to handle both voice and fax signals as part of the same call.

This document assumes you will use the system server to route faxes to subscriber mailboxes; however, other types of routing are available. Please refer to your RightFax documentation for details.

**NOTE** The terms RightFax Enterprise Fax Server, MiCollab AM Enterprise Fax Server, and fax server refer to the same program unless specifically noted. The Fax Admin utility is now called Enterprise Fax Manager.

Fax messages, like voice messages, remain on the system for a limited time. The system server deletes both during system maintenance after the time period specified in each subscriber's Msg Retention box. If the fax server is set up to retain copies of any fax messages, the system administrator can use the FaxAge utility to remove old and inactive fax messages from time to time; for detailed instructions on using FaxAge, see the RightFax documentation.

## How Fax Messages Pass through the System

The system server and fax server maintain their own mailbox for each subscriber. The fax server determines how to use these mailboxes depending on how it receives faxes and how the mailboxes are configured:

- If a caller dials up MiCollab AM and leaves a fax through a Subscriber Fax action or a fax center mailbox, MiCollab AM transfers the call to the fax server and simultaneously sends it a destination mailbox number and processing instructions over the local area network (LAN) that connects the two servers. If the caller has added a voice annotation, the fax server returns the fax to MiCollab AM to be forwarded to the specified subscriber mailbox with the voice portion attached. The fax server will not retain a copy of this fax. If there is no voice annotation and *"Delete After Routing"* is not checked in the Fax mailbox, the fax message will appear in both the subscriber's voice and fax mailboxes.
- If a fax arrives on a DID (DDI) line in the fax server, the fax server picks up the line and reads the digits preceding the fax to determine the recipient's identity. It then receives the fax, places it in that subscriber's fax server mailbox, and forwards it to the associated subscriber mailbox.
- If a fax arrives on a DID (DDI) line through the telephone system and is transferred to MiCollab AM, you can use the alternative extension in the subscriber's mailbox to direct MiCollab AM to transfer the fax to the fax server; MiCollab AM will simultaneously send the fax server a destination mailbox and processing instructions over the LAN.

What happens to an incoming fax once it reaches the subscriber's fax server mailbox depends on how the routing option and other settings in that mailbox are configured. Typically, these options are set to route the fax to the subscriber's MiCollab AM mailbox; they can also save the fax as a graphics file or forward it to the fax server's E-Mail Gateway. A subscriber's fax server mailbox can either retain or delete the copies of faxes it has routed, depending on its configuration.

If a subscriber uses the FaxUtil print driver to send someone a fax, the fax server places the outgoing fax in the subscriber's fax server mailbox. After the fax has been sent, a copy remains in the subscriber's fax server mailbox for editing, forwarding, filing, or adding to the Faxtext document library (assuming, of course, that the subscriber is authorized to add library documents). As with incoming faxes, a subscriber's fax server mailbox can be set to delete outgoing faxes once it has sent them out.



# Configuring the MiCollab AM System for Fax Messaging

Before configuring a Fax Messaging application, both the MiCollab AM and RightFax servers must be installed and running smoothly with the Telephony Gateway. Refer to the *RightFax Integration Guide* for instructions.

You should also have the client software FaxUtil installed and running on each subscriber's workstation. For installation instructions, refer to the *RightFax Integration Guide*.

This section lists the various factors that should be considered before configuring MiCollab AM for a Fax Messaging application. It then reviews the sequence of steps to take in setting up Fax Messaging and discusses how to configure these items:

- Fax delivery mailbox
- Fax broadcast group
- Call processor with Subscriber Fax action

[Appendix B: A Sample Fax Messaging Application](#) provides a sample Fax Messaging application that you may find helpful.

**IMPORTANT** RightFax must be running in order to create or modify fax mailboxes.

## Preparing for Configuration

Before configuring MiCollab AM for a Fax Messaging application, you need to do the following:

- **Get a list of the permanent fax machines installed in the office and their extensions.**  
You should create a fax delivery mailbox for each permanent fax machine.
- **Get a list of any external fax machines that will be used regularly by subscribers and their telephone numbers.**  
For example, you might want to include fax machines located at field sales offices or located with subscribers based outside the home office. For subscriber convenience, you should create a fax delivery mailbox for frequently used external fax machines.
- **Plan to set up two generic fax delivery mailboxes: one for callback delivery and one for same-call delivery.**  
These generic mailboxes do not specify a destination fax number, so MiCollab AM will ask for a number when a subscriber forwards a fax to either of them. The first mailbox gives subscribers the flexibility of entering the telephone number of the fax machine they want to use; the second one lets subscribers call from any fax machine, allowing them to receive fax messages immediately.

- **Determine how many fax broadcast groups the company will require in its fax server phonebook.**

For example, the company may want group entries for its sales personnel, its dealers, and its board of directors. Get a listing of the fax machine telephone numbers and recipient names or numbers to be included in each group.

- **Develop a numbering plan for the mailboxes you plan to create.**

Make sure that this numbering plan works with the numbering plan established for other MiCollab AM mailboxes.

- **Determine the number of cover pages you will need to create.**

If the company can use the generic fax cover pages provided with the telephony server software, then no additional cover pages need to be created. Mitel provides generic cover pages specifically designed for Fax Messaging; to see their standard layouts, refer to [Appendix A: Cover Pages](#). However, if the company wants custom cover pages for its fax delivery mailboxes and fax broadcast groups, then you need to determine how many and what they will look like.

**NOTE** If you are installing Faxtext as well, we recommend that you do not share cover pages between these two applications. Instead, save the cover page you want to use with Faxtext in the fax server's cover page directory (usually D:\RightFax\Fcs) as Faxtext.pcl. This file is required when using Faxtext. Then, use specific Fax Messaging cover pages for fax broadcast groups, fax delivery mailboxes, and subscriber mailboxes.

## Setting Up Fax Messaging

The overall process involved in setting up Fax Messaging on a MiCollab AM system is mainly a matter of configuring the necessary mailboxes and setting routing options for each subscriber and the system as a whole. The following procedure describes this process.

### To set up Fax Messaging:

- 1 Create a fax delivery mailbox for each permanent fax machine in the office.
- 2 Create a fax delivery mailbox for any external fax machines frequently used by subscribers.
- 3 Create two generic fax delivery mailboxes: one configured for callback delivery and one configured for same-call delivery. In this case, generic means that no telephone number is specified.
- 4 Record a name for each mailbox that indicates its function so subscribers know they have the correct fax delivery mailbox when they enter its number. For example, if you record, "The fax machine you are calling from now" for a same-call fax delivery mailbox, MiCollab AM will say, "Forwarding to the fax machine you are calling from now."
- 5 Edit the Default User account in Enterprise Fax Manager. This mailbox is used as the template whenever a new fax user account is created. Configure it for the default fax settings—what cover page to use, how to route incoming faxes, and so forth—that MiCollab AM should use for all new subscribers. Be sure to remove authorization for administrative access, editing, and addition of library documents, and editing and addition of forms from this default account.

When configuring the Routing Code, Routing Type, and Routing Information for incoming faxes, be sure to double-check your entries. If this routing information is incorrect, all new accounts will contain incorrect routing information. Examples of information for these fields are shown below.

Field	Example
Routing Code	100
Routing Type	Telephony Server
Routing Info	TCP:10.10.10.1/0009//

- 6 Edit the **Fax** tab in the subscriber mailbox of each person who will be able to use Fax Messaging. If you want to allow some subscribers to add new cover pages, forms, or Faxtext library documents, you can do so here. Be sure that all subscribers have their fax routing type set to System Server, unless they have specifically requested another type of routing such as E- Mail Gateway.

## Fax Delivery Mailbox

The fax delivery mailbox lets subscribers obtain a printed copy of a fax message by sending it to a fax machine. Fax delivery mailboxes can contain the telephone number of a specific fax machine but do not require one; if a fax delivery mailbox does not contain a telephone number, MiCollab AM prompts subscribers for the destination number when they use the mailbox. To use a fax delivery mailbox, subscribers forward fax messages to them through the Telephone User Interface (TUI).

By creating fax delivery mailboxes with preconfigured telephone numbers, you allow subscribers to send fax messages with the ease of entering a single mailbox number.

When you create mailboxes with no telephone number specified, you let subscribers send fax messages to virtually any fax machine they want; however, subscribers are limited by the MiCollab AM Dial Plan and how their subscriber mailboxes are configured for callouts.

You can also configure this mailbox for same-call or callback delivery. The way subscribers use this mailbox changes depending on how you configure this feature. To print a fax when calling from a fax machine, a subscriber must use a mailbox set up for same-call delivery. To print a fax to a fax machine from any telephone, a subscriber must use a mailbox configured for callback delivery. For additional examples, see [Appendix B: A Sample Fax Messaging Application](#).

The following shows a fax delivery mailbox. For additional examples of fax delivery mailboxes, refer to [Appendix B: A Sample Fax Messaging Application](#).

Figure 1. Fax delivery mailbox showing generic callback delivery setup

**IMPORTANT** If some or all of your subscribers use the MiCollab AM Emulation for the Octel® Aria® TUI, you must create at least one generic fax delivery mailbox configured as shown in Figure 1 for use as a fax printing mailbox for those subscribers. The mailbox must have its Deliver To option group set to Sender, its Same Call Delivery check box cleared, and its Telephone box empty. It must also have a valid name. To put this mailbox into use as the fax printing mailbox for subscribers using the MiCollab AM Emulation for the Octel Aria TUI, type its number in the Print Fax Delivery Mb box on the System Configuration **Environment** tab in the **MiCollab AM Admin** utility.

When filling in the Name box in a fax delivery mailbox, make sure that the name allows subscribers to locate the mailbox and understand its function when they use the subscriber directory. To help subscribers locate these mailboxes in the directory, you might start the name with the word fax, then add more information to indicate its function or location.

When recording names for the generic mailboxes, we recommend using a name such as *"The fax machine of your choice"* for the generic callback mailbox and *"The fax machine you are calling from"* for the generic same-call mailbox.

## Fax Broadcast Groups

MiCollab AM allows its subscribers to share fax messages by forwarding them to one another, just as they would voice messages. A subscriber can also distribute a fax message within a MiCollab AM system by forwarding it to a distribution list.

To give subscribers the ability to "broadcast" outgoing faxes to groups of fax machines, you must install FaxUtil on their workstations; for more information on installing FaxUtil, see the RightFax documentation.

Under FaxUtil, subscribers can create phonebooks to organize the names and fax numbers of people to whom they send faxes. They can then arrange individual phonebook entries into groups; to broadcast a fax, a subscriber would forward it to a group. Each broadcast group may contain up to 24 individual entries, but since the entries may refer to other groups, subscribers who have FaxUtil installed have the ability to construct vast broadcast lists.

For more information on using FaxUtil, consult the RightFax documentation.

## Configuring Call Processors with Subscriber Fax Actions

Before outside callers can send fax messages to subscribers, you must configure your application with appropriate Subscriber Fax actions. Review the application and determine which call processors need to be modified or created for this feature.

Typically, applications have callers press a key, such as 5, at initial call processors to access another call processor configured with the Subscriber Fax action. You will therefore need to create such a call processor, as shown in Figure 2. This call processor is configured with the Subscriber Fax action associated with the 2 key.

**NOTE** You might find it helpful to refer to the sample Fax Messaging application shown in Appendix B before configuring your own application

Call Processor Mailbox - Demonstration System

Number: 0090

Sponsor:

Language: Default

Max Msg Length (sec): 2700

Timeout (sec): 5

Max No Match Retries: 0

Max Mismatch Retries: 0

☐ Use Speech Recognition Timeout Rules

☐ Log System Port Usage

☐ Two-Part Greeting

☒ Use Answer Mode Operator

☐ Always Confirm Names

Name: Fax Mail Menu

Next Call Processor

CP:

☐ Go To Answer Mode

Switch

Section: Asterisk Asterisk Section

Node:

No ASR Call Processor

CP:

Call Processor Actions

View: DTMF Only

Key	Action	Arguments
T0	Go To Call Processor	0001
0	Blind Transfer	0
1	Undefined	
2	Subscriber Fax	
3	Undefined	
4	Undefined	
5	Undefined	
6	Undefined	
7	Undefined	

Allow callers to send faxes to subscribers

Key	Action	Arguments
8	Undefined	
9	Undefined	
A	Undefined	
B	Undefined	
C	Undefined	
D	Undefined	
*	Go To Answer Mode	
#	Access Messages	
Fax	Undefined	

Figure 2. Call processor configured for Subscriber Fax action

Announcement: *"Welcome to the Acme Manufacturing Company fax line. To send a fax to a person in this company, you must be calling from your fax machine. To leave a fax message, press 2 and follow the prompts. For a directory of extensions, press 1. To return to the main menu, press the star key."*

If a caller presses 2, MiCollab AM prompts the caller to enter the extension number of the person who will receive the fax. After the caller enters the number, MiCollab AM confirms it and offers the caller the option of recording an introduction. After the caller records the introduction or chooses not to do so, MiCollab AM plays the following prompt:

*"At the tone, press the START button on your fax machine."*

The caller presses the START button to begin sending the fax.

# Creating Fax Manager Mailboxes on the Fax Server

For subscribers to receive fax messages in their subscriber mailboxes, each subscriber must have a Fax Manager mailbox.

The following procedure describes how to create a Fax Manager mailbox using the **MiCollab AM Admin** utility. Once you complete setting up the mailbox for a subscriber, MiCollab AM automatically provides that information to the RightFax server so that it can create the mailbox.

**NOTE** Although you can use either **MiCollab AM Admin** or Enterprise Fax Manager to create fax user mailboxes, we recommend that you use the **MiCollab AM Admin**. This utility automatically fills in the fields that are required for fax messaging, while Enterprise Fax Manager does not.

## To create or modify a Fax Manager mailbox:

- 1 Start **MiCollab AM Admin** and log on.
- 2 Create a new subscriber mailbox or double-click the mailbox you wish to modify.
- 3 In the subscriber mailbox dialog box, select the **Fax** tab and complete the following fields:

Field	Type
User ID	Type the User ID. If the subscriber is going to use FaxUtil as an application at his workstation, use his Network Logon ID as the User ID. Otherwise, assign a unique ID to this field.
User Name	Type the user's name (optional).
Distinguished Name	Use with Novel Networks. Consult the fax server online help for more information
Password	Leave blank.
Group ID	Type the Group ID (optional). See the fax server online help for more information.
Routing Code	Type the Routing Code. If the subscriber will have a DID number for faxes that will be routed directly to the DID circuit on Brooktrout boards, specify the last three or four digits of the application-specific number here.  This will allow the fax server to associate a DID fax with this mailbox and route it appropriately.

FCS Model File	Specify the filename here if the subscriber wishes to use a custom cover sheet.
Notification Type	Type the Notification Type (optional). Consult online help for more information.
User Permission	Consult online help for more information.

- 4 Click **Routing**.
- 5 Verify the following information:
  - The **Routing Type** is *Telephony Server*.
  - The **Routing Info** field reflects the subscriber mailbox number.
- 6 Check the **Delete After Routing** box if you want to delete the fax on the fax server. If this box is not checked, the subscriber will receive two copies of each fax: one in the subscriber's voice mailbox and one in the subscriber's fax mailbox.
- 7 Click **OK** to close the **Subscriber Fax Receive Routing Mailbox** window.
- 8 Click **OK** to close the **Subscriber Mailbox** window.
- 9 Repeat **Steps 2-8** for each subscriber who will receive fax messages.

# Troubleshooting Fax Messaging

When encountering a problem with an application, you should always check the Windows event log before taking any action. The event log might provide information that will help you isolate the problem.

Otherwise, refer to the RightFax documentation or go to the RightFax support website for help with troubleshooting your application.

If neither of these measures is effective, contact Customer Support for additional assistance.

## MiCollab AM Error Prompts

MiCollab AM provides voice error messages; a message that you might encounter in a fax application appears below.

*"I'm sorry, your fax request cannot be processed at this time. Please try again later."*

MiCollab AM plays this message if unexpected communication errors occur between the telephony and the fax servers (the most likely reasons are that the fax server is shut down or that a LAN protocol error has occurred). Control returns to the originating call processor or to the next call processor, if one is configured.



# Appendix A: Cover Pages

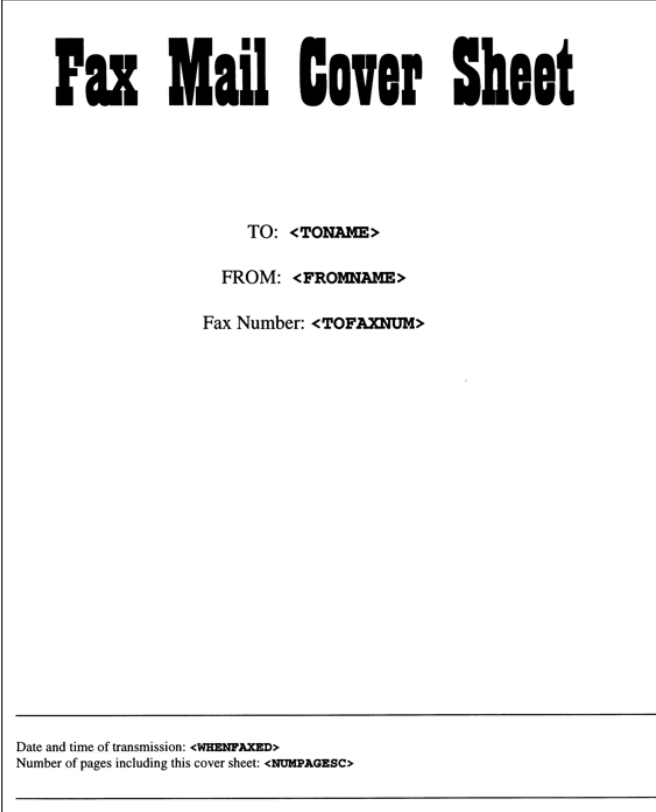
Your MiCollab AM Installation Media includes a set of five prepared cover pages for the fax server. Of these, four are for Fax Messaging applications. You can use these as they are, modify them, or design your own cover pages from scratch. This section provides information about the four prepared Fax Messaging cover pages.

To create your own cover pages, refer to the RightFax documentation. This documentation covers a number of ways you can create your own custom versions.

**NOTE** Be sure to copy only one version of each cover page file (.pcl or .doc) into the cover page directory on the Fax Server (\RightFax\Fcs) to ensure that MiCollab AM retrieves and uses the correct version.

## Fax Messaging: Desktop Cover Page

Use this cover page in a fax delivery mailbox that will send fax messages from Desktop Suite application clients.



**Fax Mail Cover Sheet**

TO: <TONAME>

FROM: <FROMNAME>

Fax Number: <TOFAXNUM>

---

Date and time of transmission: <WHENFAXED>  
Number of pages including this cover sheet: <NUMPAGESC>

Figure 3. Fax Messaging Cover Page - Desktop

The mailbox's delivery option must be set to Prompt. This cover page contains five embedded codes:

- **<TONAME>** code, for the recipient's name as the subscriber enters it
- **<FROMNAME>** code, which MiCollab AM automatically replaces with the subscriber's name
- **<TOFAXNUM>** code, for the destination fax machine's telephone number
- **<WHENFAXED>** code, for the date and time MiCollab AM sent the fax
- **<NUMPAGESC>** code, for the total number of pages in the fax, including the cover page

The two versions of this page are named **Desktop.pcl** and **Desktop.doc**.

## Fax Messaging: Hotel Cover Page

Use this cover page in a fax delivery mailbox that will send fax messages to any fax machine, and where the MiCollab AM subscribers are using the telephone. The fax delivery mailbox must be set to Prompt.



The image shows a 'Fax Mail Cover Sheet' form. At the top, the title 'Fax Mail Cover Sheet' is written in a large, bold, black, serif font. Below the title, there are three lines of text: 'TO: <FROMNAME>', 'AT: <TONAME>', and 'Fax Number: <TOFAXNUM>'. At the bottom of the form, there are two lines of text: 'Date and time of transmission: <WHENFAXED>' and 'Number of pages including this cover sheet: <NUMPAGESC>'. The form is enclosed in a thin black rectangular border.

Figure 4. Fax Messaging Cover Page - Hotel

This cover page contains the same five embedded codes as the previous one, but MiCollab AM uses two of them differently:

- **<FROMNAME>** code, names the subscriber as the recipient of the fax
- **<TONAME>** code, shows the extension or room number where the subscriber can currently be reached

Since subscribers commonly use this cover page when forwarding their fax messages to themselves at a hotel, the two versions of this page are named **Hotel.pcl** and **Hotel.doc**.

## Fax Messaging to Prompt Cover Page

Use this cover page in a fax delivery mailbox that will send fax messages from the telephone to people outside the organization. The mailbox's delivery option must be set to Prompt.



The image shows a 'Fax Mail Cover Sheet' form. At the top, the title 'Fax Mail Cover Sheet' is in a large, bold, black font. Below the title, there is a 'TO:' field with the instruction: 'This fax was requested by someone at your location. Please deliver to the person whose telephone extension or room number is:'. Below this is a placeholder code '<TONAME>'. Then, there is a 'FROM:' field with the placeholder code '<FROMNAME>'. Below that is a 'Fax Number:' field with the placeholder code '<TOFAXNUM>'. At the bottom of the form, there are two horizontal lines. Between these lines, there are two fields: 'Date and time of transmission: <WHENFAXED>' and 'Number of pages including this cover sheet: <NUMPAGESC>'.

Figure 5. Fax Messaging Cover Page - Toprompt

This page is functionally identical to the hotel cover page, but it contains different wording. Its two versions are named **Toprompt.pcl** and **Toprompt.doc**.

## Fax Messaging: To Sender Cover Page

Use this cover page in a fax delivery mailbox with its delivery option set to Sender. It is used when a subscriber calls from a fax machine, either within the office or elsewhere, and forwards fax messages there on the same call.

The two versions of this cover page are named **Tosender.pcl** and **Tosender.doc**. Each contains four embedded codes:

- **<TONAME>** code, for the subscriber's name
- **<TOFAXNUM>** code, for the telephone number of the fax machine where the subscriber would like the fax sent
- **<WHENFAXED>** code, for the date and time MiCollab AM sent the fax
- **<NUMPAGESC>** code, for the total number of pages in the fax, including the cover page

<div><div><b>Fax Mail Cover Sheet</b></div><div>TO: &lt;TONAME&gt;</div><div>Fax Number: &lt;TOFAXNUM&gt;</div></div> <div><div>Date and time of transmission: &lt;WHENFAXED&gt;</div><div>Number of pages including this cover sheet: &lt;NUMPAGEBC&gt;</div></div>
--

Figure 6. Fax Messaging Cover Page, Tosender

# Appendix B: A Sample Fax Messaging Application

This appendix provides a sample Fax Messaging application that you might find helpful when designing your own application. Step-by-step instructions are not provided. In addition to the standard subscriber-to-subscriber benefits offered by Fax Messaging, this application was designed according to the following criteria:

- Outside callers must be able to send faxes directly to employees' mailboxes.
- Employees must be able to print faxes from their mailboxes to any fax machine.
- Employees occasionally have to send faxes to nonsubscribers.
- MiCollab AM Desktop Suite users can send fax messages to any fax machine.

The application comprises the following mailboxes:

Table 2. Mailboxes

Mailbox	Type	Name
0000	Call Processor	Day Main Menu
4001	Fax Delivery	FAX: Fax Machine Calling From (used for same call delivery)
4010	Fax Delivery	FAX: Reception Desk HQ
4020	Fax Delivery	FAX: N.Y. Office
4090	Fax Delivery	FAX: Any Fax Machine (used for callback delivery)
4095	Fax Delivery	FAX: Generic Outbound
4099	Fax Delivery	FAX: Desktop

Calls are answered by the automated attendant. Caller are greeted by initial call processor mailbox 0000.

Call Processor Mailbox - Demonstration System

Number: 0000

Sponsor:

Language: Default

Max Msg Length (sec): 2700

Timeout (sec): 3

Max No Match Retries: 4

Max Mismatch Retries: 0

☒ Use Speech Recognition Timeout Rules

☐ Log System Port Usage

☒ Two-Part Greeting

☒ Use Answer Mode Operator

☒ Always Confirm Names

Name: DAY MAIN MENU

Next Call Processor

CP:

☐ Go To Answer Mode

Switch

Section: Asterisk Asterisk Section

Node:

No ASR Call Processor

CP:

OK

Cancel

View References...

Help...

Call Processor Actions

View: DTMF Only

Key	Action	Arguments
T0	Blind Transfer	0
0	Blind Transfer	0
1	Directory	
2	Transfer	XXXX
3	Transfer	XXXX
4	Subscriber Fax	
5	Undefined	
6	Undefined	
7	Undefined	

Key	Action	Arguments
8	Undefined	
9	Undefined	
A	Undefined	
B	Undefined	
C	Undefined	
D	Undefined	
*	Hangup	
#	Access Messages	
Fax	Undefined	

Figure 7. Main Menu - Day window

Announcement: *"Thank you for calling ACE Widget Company. Our receptionist will be with you in a moment. Please enter the extension of the person you are calling. For a directory of extensions, press 1. To send a fax, press 4."*

To send a fax, a caller presses 4. MiCollab AM then prompts the caller to enter the recipient's extension number. After entering a valid subscriber mailbox number, the caller is then guided through the optional process of recording an introduction. Once this process is complete, MiCollab AM prompts the caller to send the fax (and the voice annotation, if there is one) by pressing a key. After the caller presses the appropriate key to send the message, MiCollab AM prompts:

*"At the tone, press the START button on your fax machine."*

The call is transferred from the MiCollab AM voice port to a fax port. The voice port goes onhook and is now available to take other calls. The fax is received from the fax machine and delivered to the subscriber mailbox specified by the caller.

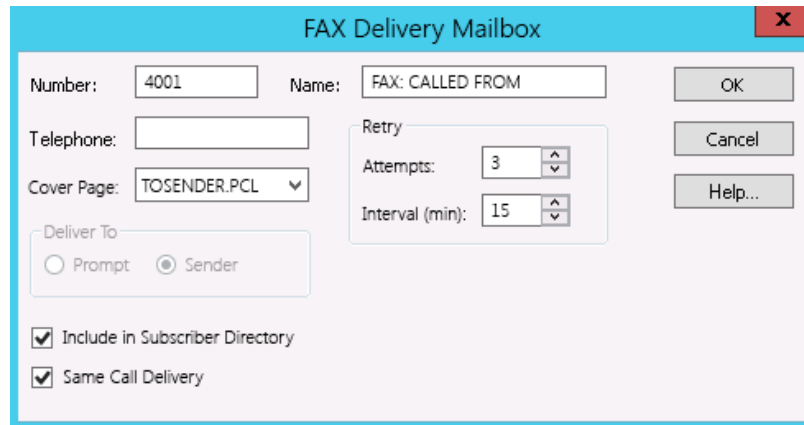
If there are no fax ports available, the caller hears the following MiCollab AM prompt immediately after pressing 4:

*"I'm sorry, there are no fax lines available right now. Please try again later."*

After hearing the above prompt, the caller is routed to call processor mailbox 0001, the next call processor.

## Fax Delivery Mailboxes

The characters "FAX" should appear in the Name boxes of all fax delivery mailboxes. This enables subscribers to find them easily in the subscriber directory.

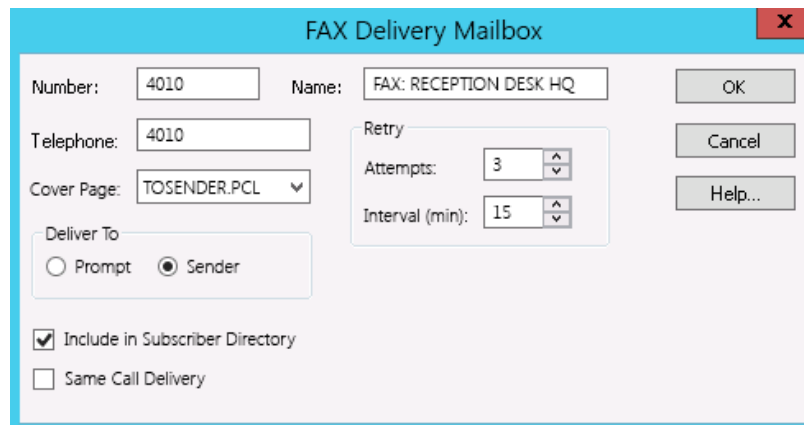


The screenshot shows the 'FAX Delivery Mailbox' configuration window. The 'Number' field is set to '4001' and the 'Name' field is 'FAX: CALLED FROM'. The 'Telephone' field is empty. The 'Cover Page' is set to 'TOSENDER.PCL'. The 'Deliver To' section has 'Prompt' selected. The 'Retry' section has 'Attempts' set to 3 and 'Interval (min)' set to 15. The 'Include in Subscriber Directory' and 'Same Call Delivery' checkboxes are both checked. The 'OK', 'Cancel', and 'Help...' buttons are on the right.

Figure 8. Same-Call Fax Delivery

Recorded Name: *"The fax machine you are calling from"*

Because the Same Call Delivery option has been selected, MiCollab AM will not prompt subscribers for a telephone number. Subscribers will find this fax delivery mailbox useful when they need to send faxes to a fax machine that cannot be directly dialed. The subscriber can call into voice mail from the fax machine, transfer the fax to the same-call fax delivery mailbox, and then receive the fax.



The screenshot shows the 'FAX Delivery Mailbox' configuration window. The 'Number' field is set to '4010' and the 'Name' field is 'FAX: RECEPTION DESK HQ'. The 'Telephone' field is set to '4010'. The 'Cover Page' is set to 'TOSENDER.PCL'. The 'Deliver To' section has 'Sender' selected. The 'Retry' section has 'Attempts' set to 3 and 'Interval (min)' set to 15. The 'Include in Subscriber Directory' checkbox is checked, and the 'Same Call Delivery' checkbox is unchecked. The 'OK', 'Cancel', and 'Help...' buttons are on the right.

Figure 9. Fax Delivery Reception Desk

Recorded Name: *"The reception desk fax machine"*

Because the Telephone box has been configured, MiCollab AM will not prompt subscribers for a telephone number. The Deliver To option has been set to Sender, and the Mitel-provided cover page Tosender.pcl has been specified. These settings will cause the sending subscriber's name to appear on the cover page, allowing the receptionist to identify faxes sent to this machine.

Figure 10. Fax Delivery Long Distance

Recorded Name: "The New York office fax machine"

Because the Telephone box has been configured, MiCollab AM will not prompt subscribers for a telephone number.

The Deliver To option has been set to Sender, and the Mitel-provided cover page Tosender.pcl been specified. These settings will cause the sending subscriber's name to appear on the cover page, allowing the New York office to identify faxes sent to this machine.

**NOTE** Subscribers using this fax delivery mailbox must have the ability to make long-distance callouts.

Figure 11. Fax Delivery Any Fax Machine

Recorded Name: "The fax machine of your choice"

Because the Telephone box is blank, MiCollab AM will prompt subscribers for a telephone number. Any fax machine telephone number can be entered; however, long-distance numbers require the subscriber to have long-distance callout capability.

The Deliver To option has been set to Sender, and the Mitel-provided cover page Tosender.pcl has been specified. These settings will cause the sending subscriber's name to appear on the cover page, allowing the recipient to identify faxes sent to this machine. This fax delivery mailbox will allow subscribers to print their faxes to any fax machine that can be dialed directly.



The screenshot shows a dialog box titled "FAX Delivery Mailbox" with a red close button in the top right corner. The dialog contains the following fields and controls:

- Number:** A text box containing "4095".
- Name:** A text box containing "FAX: GENERIC OUTBOUND".
- Telephone:** An empty text box.
- Cover Page:** A dropdown menu showing "TOPROMPT.PCL".
- Retry section:**
  - Attempts:** A spinner box set to "3".
  - Interval (min):** A spinner box set to "15".
- Deliver To:** A group box containing two radio buttons: "Prompt" (selected) and "Sender".
- Include in Subscriber Directory:** A checked checkbox.
- Same Call Delivery:** An unchecked checkbox.
- Buttons:** "OK", "Cancel", and "Help..." buttons are located on the right side.

Figure 12. Fax Delivery to Nonsubscribers

Recorded Name: "Nonsubscriber Fax Delivery"

This fax delivery mailbox allows subscribers to send faxes from their mailboxes to nonsubscribers. For example, a sales representative may have received a fax of the latest price list in his mailbox and wants to send a copy to a client.

The Telephone box is blank, allowing any fax machine telephone number to be entered. Long-distance numbers require the subscriber to have long-distance callout capability. The Deliver To option is set to Prompt, allowing the subscriber to enter an extension number to identify the intended recipient.

The Mitel-provided cover page Toprompt.pcl has been specified. This cover page is specially formatted to call attention to the recipient's extension number.

The screenshot shows a dialog box titled "FAX Delivery Mailbox" with a red close button in the top right corner. The dialog contains the following fields and controls:

- Number:** A text box containing "4099".
- Name:** A text box containing "FAX: DESKTOP".
- Telephone:** An empty text box.
- Cover Page:** A dropdown menu showing "DESKTOP.PCL".
- Retry section:**
  - Attempts:** A spinner box set to "3".
  - Interval (min):** A spinner box set to "15".
- Deliver To:** A group box containing two radio buttons: "Prompt" (selected) and "Sender".
- Include in Subscriber Directory:** A checked checkbox.
- Same Call Delivery:** An unchecked checkbox.
- Buttons:** "OK", "Cancel", and "Help..." buttons are located on the right side.

Figure 13. Fax Delivery Desktop

Recorded Name: "Desktop Fax Delivery"

This fax delivery mailbox allows subscribers using a MiCollab AM Desktop Suite application to send faxes from within other Windows-based programs. When a subscriber prints a file using the RightFax print driver and specifies a telephone number in the Address dialog box, MiCollab AM automatically uses the highest-numbered fax delivery mailbox without a predefined telephone number and with the Deliver To option set to Prompt.

The Telephone box is blank, allowing any fax machine telephone number to be entered. Long-distance numbers require the subscriber to have long-distance callout capability.

The Deliver To option is set to Prompt, allowing the subscriber to enter a name and, if desired, an extension or telephone number to identify the intended recipient.

The Mitel-provided cover page Desktop.pcl has been specified. This cover page is specially formatted to insert any text entered by the subscriber in the To field, as well as automatically insert the subscriber's name in the From field