



## **Enterprise Edge 2.0 Voice Messaging FAX Set Up and Operation Guide**

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## Introduction

This guide leads a System Administrator through setting up Enterprise Edge Voice Messaging FAX and is an ongoing reference aid.

This chapter tells you what to expect as you read this guide and how information is presented.

## How this guide is organized

The *Enterprise Edge 2.0 Voice Messaging FAX Set Up and Operation Guide* is organized into to chapters that cover:

Chapter	Description
1. How to use this guide	the contents and conventions of this guide.
2. Learning about FAX	an overview of how FAX works and common FAX features.
3. Setting up and maintaining FAX	the information necessary for setting up and maintaining FAX.
4. Setting up and maintaining Fax On Demand Mailboxes	the information necessary for setting up and maintaining Fax On Demand mailboxes.
5. Troubleshooting FAX	diagnostic and recovery procedures for problems that can occur when setting up and operating FAX. Also provides a list of error messages that can appear.
6. Examples and Tips	examples of the different FAX features and tips for using FAX.
Appendix A: FAX Programming Record	a record for programming FAX.
Appendix B: Configuration data defaults	configuration data defaults for Enterprise Edge Voice Messaging FAX.
Glossary	the terms used in this guide.
Index	an alphabetical list of information contained in this guide.

## Conventions and symbols used in this guide

The following conventions and symbols are used to describe features and their operation:

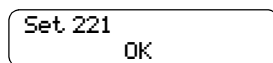
Convention	Example	Used for
Word is in a special font (shows top line of display)	P <del>s</del> wd:	Command line prompts. Used on Enterprise Edge one line and two line display telephones.
Underlined word in capital letters (shows bottom line of a two line display telephone)	<u>PLAY</u>	Display button option. Available only on Enterprise Edge two line display telephones. Press the button directly below the option on the display to proceed.
Dialpad buttons	#	Represents the buttons you press on the dialpad to select an option.

**Note:** For more information about Enterprise Edge Voice Messaging and using an Enterprise Edge two line display telephone, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

## What appears on the display

The telephone displays shown throughout this guide use Enterprise Edge Voice Messaging default settings and sample names.

Example:



This display shows an example of the Enterprise Edge Directory Number (DN).

## Prerequisites

Before you set up FAX, ensure you are familiar with how Enterprise Edge two line display telephones operate. Read your Enterprise Edge telephone user cards before you proceed.

You must also have a good working knowledge of Enterprise Edge Voice Messaging and Custom Call Routing. This guide assumes you know how to operate the Enterprise Edge Voice Messaging feature codes, are aware of Enterprise Edge Voice Messaging programming, and are familiar with Enterprise Edge Voice Messaging terminology.

## Other documents

For more information about FAX or Enterprise Edge Voice Messaging, refer to the:

- *Enterprise Edge 2.0 Voice Messaging FAX User Guide*
- *Enterprise Edge 2.0 Voice Messaging Programming Record*
- *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*
- *Enterprise Edge 2.0 Voice Messaging Reference Guide*
- *Enterprise Edge 2.0 Voice Messaging Quick Reference Card*
- *Enterprise Edge Voice Messaging Software Keycode Installation Guide*



## Introduction

Enterprise Edge Voice Messaging is a fully automated receptionist service that offers call routing and message taking services. FAX works with Enterprise Edge Voice Messaging to provide incoming and outgoing fax capability. This chapter explains:

- [How FAX works](#) on page 9
- [Who can use FAX](#) on page 9
- [About fax messages](#) on page 10
- [Message Notification](#) on page 10
- [About the Express Messaging Line](#) on page 10
- [About Fax On Demand](#) on page 11
- [About Fax Answering](#) on page 11
- [About Fax Overflow](#) on page 12
- [Fax System Group message \(Fax Broadcast\)](#) on page 12
- [About FAX with CCR](#) on page 12
- [About Enterprise Edge Voice Messaging reports](#) on page 13

## How FAX works

FAX works with Enterprise Edge Voice Messaging. A caller can send a fax message to a mailbox as easily as they send a voice message to a mailbox. A caller can also retrieve a fax message from a mailbox.

## Who can use FAX

FAX can be used by any outside caller or mailbox owner in your company. Away from the office, FAX can be used from any touchtone telephone. At the office, FAX can be used from any Enterprise Edge or touchtone telephone connected to an Enterprise Edge system. Callers who use FAX from an Enterprise Edge or a touchtone telephone must first enter a feature code. No feature code is required for using Fax On Demand.

Callers using a rotary dial telephone cannot access FAX.

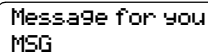
## About fax messages

A fax document in a mailbox (with or without a voice introduction) is called a fax message. Callers can leave a fax message in a mailbox with or without an introductory message. The fax message can later be retrieved by the mailbox owner and printed on a fax machine.

An average text fax message uses 10 seconds of mailbox message time per page. A fax message that contains a graphic can use as much as two minutes of mailbox message time per page. After you print or forward a fax message, delete it from the mailbox.

## Message Notification

Enterprise Edge Voice Messaging notifies you when you receive a voice message or a fax message. When someone sends a fax message to your mailbox, your telephone display shows:



Message for you  
MSG

This message indicates that you have either a voice message or a fax message. When you open your mailbox, the telephone display shows you the number of new and saved messages. A voice prompt tells you how many new and saved fax messages you have.

## About the Express Messaging Line

An Express Messaging Line can be assigned to a mailbox. Any fax messages sent to the Express Messaging Line bypass the Automated Attendant and receive a fax tone. The fax message is immediately sent to the subscriber's mailbox. When "Message for you" appears on the display, the subscriber can open their mailbox and access both voice and fax messages. For more information about accessing and printing fax messages, refer to the *Enterprise Edge 2.0 Voice Messaging FAX User Guide*.

The corresponding seven digit telephone number associated with the Express Messaging Line must be given to the mailbox owner. The mailbox owner can then inform people of the fax number. For example, if line 20 is chosen as Express Messaging line, the corresponding telephone number of 735-5822 is given to the mailbox owner.

If you are using the Expressing Messaging Line as a virtual fax line and the line used is either a Direct Inward Dial (DID) or a Target Line, two callers can send a fax to the same fax line at the same time. The resulting two fax messages go to the mailbox. If a third caller send a fax to the virtual fax line and the line is busy, the fax message goes to the General Delivery mailbox. For information on Fax Overflow for a fax line, refer to *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

To add a fax line to a mailbox, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

## About Fax On Demand

Fax On Demand lets a caller retrieve documents that are stored in Enterprise Edge Voice Messaging. The documents are stored in special mailboxes called Fax On Demand Mailboxes.

A Fax On Demand Mailbox contains a greeting and the stored documents. Documents stored in a Fax On Demand Mailbox can be printed on any fax machine.

### Call methods

There are two call methods used with Fax On Demand Mailboxes:

- one-call
- two-call

#### One-call method

If a caller requests a fax from the Fax On Demand Mailbox using the one-call method, the document transmits during the original call. A caller must use the telephone at the fax machine to call the one-call Fax On Demand Mailbox. With the one-call method, the external caller pays for any long distance toll charges that are incurred.

#### Two-call method

If a caller requests a fax from the Fax On Demand Mailbox using the two-call method, the document transmits during the second call. The first call can originate from any touchtone telephone. The caller provides a telephone number where the information is to be delivered. The document can be sent to any fax machine. With the two-call method, the Fax On Demand mailbox owner pays for any toll charges that are incurred.

## About Fax Answering

Fax Answering lets a caller use the autosend feature on their fax machine to send faxes to the Enterprise Edge Voice Messaging system. The Enterprise Edge Voice Messaging Automated Attendant recognizes the fax tone and automatically sends the fax message to a preassigned fax machine for printing.

The fax machine extension can be set up with a Fax Overflow Mailbox for improved performance. However, if the fax machine extension is not equipped with a Fax Overflow Mailbox and the fax machine extension is busy or does not answer the incoming call, the fax call terminates.

## About Fax Overflow

A Fax Overflow mailbox is a mailbox for your fax machine. If the fax machine cannot answer an incoming fax call, Enterprise Edge Voice Messaging answers the call and temporarily stores the fax messages in a Fax Overflow mailbox. When the fax machine is ready to print, Enterprise Edge Voice Messaging sends the stored fax messages to the fax machine.

If Enterprise Edge Voice Messaging cannot send the fax messages on the first attempt, it tries to send the documents several more times. The number of times Enterprise Edge Voice Messaging tries to send the fax message is called the retry attempts. The number of retry attempts can be from 1 to 99. Between each retry attempt, Enterprise Edge Voice Messaging waits a specified amount of time called the retry interval. The retry interval can be from 1 to 60 minutes.

A Fax Overflow mailbox can be assigned to any Enterprise Edge port connected to a fax machine.

## Fax System Group message (Fax Broadcast)

Send a Fax System Group message if you want to notify a group by fax of a message or event that pertains to the group.

A Fax System Group List is a collection of fax machines from other locations. When you send a fax message to a Fax System Group List, each fax machine in the Fax System Group List receives the same fax message. Publish a list of fax machines in each Fax System Group List so that mailbox owners know which fax machines receive Fax System Group messages.

## About FAX with CCR

Fax On Demand can be used with Custom Call Routing (CCR) Trees. Fax On Demand functionality can be added to the CCR Tree by assigning the appropriate mailbox to a CCR node.

You can assign a Personal mailbox to a Mailbox node. Incoming callers can then leave fax messages in this mailbox.

To use Fax On Demand, add a Mailbox node to the CCR Tree and then assign a Fax On Demand Mailbox to the node. An incoming caller can then retrieve documents from this node.

## About Enterprise Edge Voice Messaging reports

Enterprise Edge Voice Messaging reports let you view and verify Enterprise Edge Voice Messaging setup information. All dates are shown with the four-digit year format yyyy/mm/dd.

There are four Enterprise Edge Voice Messaging reports that show FAX information:

- **Directory report:** Use this report to identify which mailboxes are Fax On Demand. This report shows the mailbox owners listed in the Company Directory. This report lists the mailbox owner's name, mailbox number, type of mailbox, extension, whether mailbox owners have recorded their names in the Company Directory, and whether they have recorded greetings for their mailboxes.
- **Group List report:** Use this report to identify the Fax Group Lists. This report shows the Group List number, the type of Group List, and the Group List name. For Voice Group Lists, the mailbox numbers included in the Group List, the mailbox owner's name and the type of mailbox are also shown. For Fax Group Lists, the name of each recipient, the route type (line or pool), and the fax number are shown.
- **Custom Call Routing Tree report:** Use this report to identify which nodes are Fax On Demand Mailboxes. This report shows the CCR Tree number, the current date, the most recent date that changes were made, and the Tree status. The report also shows the nodes on the Tree, assignments made to the nodes, and any areas that need administration.
- **Fax On Demand Usage report:** Use this report to identify which mailboxes are Fax On Demand. This report lists all the Fax On Demand requests, and shows the date and time that an item is requested, the delivery fax number and the Caller ID of the caller.

For more information about Enterprise Edge Voice Messaging reports, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.



## Introduction

As System Administrator you perform the tasks necessary to set up and maintain FAX. This chapter describes these tasks. Setting up and maintaining FAX involves:

- [Setting the FAX System parameters](#) on page 15
- [Changing the FAX System parameters](#) on page 17
- [Adding a Fax Overflow Mailbox](#) on page 18
- [Changing the Fax Overflow Mailbox parameters](#) on page 19
- [Deleting a Fax Overflow Mailbox](#) on page 20
- [Creating a Fax System Group List](#) on page 21
- [Adding fax machine members to a Fax System Group List](#) on page 22
- [Sending a Fax System Group message \(Fax Broadcast\)](#) on page 23

Before you begin to administer FAX, complete [Appendix A: FAX Programming Record](#) on page 45. This helps you collect and organize the information you need to administer FAX. Make a photocopy of the Programming Record before you enter any information.

## Setting the FAX System parameters

There are five FAX System parameters that control FAX features and user mailbox functions. The FAX System parameters includes:

- the System Fax extension
- the System Fax name
- the number of retry attempts
- the retry interval time
- the Fax cover page

### System Fax extension

The System Fax extension lets a caller use the autosend feature on their fax machine to send faxes to the Enterprise Edge Voice Messaging system. The Enterprise Edge Voice Messaging Automated Attendant recognizes the fax tone and sends the fax messages to the System Fax extension fax machine for printing. The System Fax extension must be a valid extension. The System Fax extension is unassigned by default.

**Note:** The System Fax extension fax machine must be connected to an Enterprise Edge ATA 2 or an Analog Station Module.

**Assigning a System Fax name**

The System Fax name is a text name that can be a maximum of 16 characters. The System Fax name can be a company name, a department, a location or any other name. The name transmits to external fax machines at the beginning of fax messages. The System Fax name is also printed in the fax machine's log files. The System Fax name is unassigned by default.

**Number of retry attempts**

The number of retry attempts is the number of times that the System tries to print faxes from mailboxes. It is also the number of times the System tries to deliver faxes that are forwarded to an external fax machine. The number of retry attempts range from 1 to 99. The default number of FAX System retry attempts is 3.

If a fax message's retry attempt limit is reached, Enterprise Edge Voice Messaging stops trying to send the message and generates a non-delivery notification message. The messages that are not sent are shown in the non-delivery notification message. The notification messages continue until the problem is solved. Most non-delivery notification messages are caused by fax machine problems such as a paper jam or the fax machine running out of paper.

**Retry interval time**

The FAX System retry interval time is the number of minutes the system waits between retry attempts. The retry interval ranges from 1 to 60 minutes. The default FAX System retry interval time is 10 minutes.

**Cover Page**

You can send the system cover page or a custom cover page with fax messages. You can create or select a template for the custom cover page.

To set the FAX System parameters:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.
4. Click the **Fax** menu.  
The Fax Parameters dialog box appears.

5. In the **System Fax Extension** box, type the extension for the fax machine.  
The Fax Answering extension can be set up with a fax overflow mailbox for improved performance. Refer to [Adding a Fax Overflow Mailbox](#) on page 18.  
  
**Note:** A call disconnects if the Fax Answering extension is busy, does not answer the incoming call, or is not equipped with a Fax Overflow Mailbox.
6. In the **System Fax Name** box type a name for the fax extension.  
The fax extension name can be a maximum of 16 characters.
7. In the **Retries** box type the number of retries.  
The default value for retries is 03. The value can be between 01 and 99.
8. In the **Interval** box type the retry interval time.  
The range for the interval time can be from 01 to 60.
9. At the **Cover Page** option, select **System Cover Page** if you want to use the system cover page  
or  
select **Custom Cover Page** and browse to the location of the custom cover page.
10. Click the **OK** button.

## Changing the FAX System parameters

You can change any of the FAX System parameters at any time.

To change the FAX System parameters:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.
4. Click the **Fax** menu.  
The Fax Parameters dialog box appears.
5. In the box you want to change, delete the value and type the new value.
6. Click the **OK** button to save the changes  
or  
click the **Cancel** button to cancel the changes.

## Adding a Fax Overflow Mailbox

A Fax Overflow Mailbox is a mailbox for your fax machine. Add a Fax Overflow Mailbox for each fax machine connected to the system. If a fax machine cannot answer an incoming fax call, the call is answered by Enterprise Edge Voice Messaging. The fax messages that are received are stored in the Fax Overflow Mailbox. When the fax machine is ready to accept fax calls, Enterprise Edge Voice Messaging sends the stored fax messages to the fax machine.

To add a Fax Overflow Mailbox:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.
4. On the **Mailbox** menu click **Add**.  
The Add Mailbox dialog box appears.
5. In the **Mailbox** box type the Fax Overflow Mailbox number.
6. At the **Mailbox Type** option select **Fax Overflow**.
7. Click the **OK** button.  
The Mailbox Properties dialog box appears with the General tab open.
8. In the **Extension** box type the extension number of the Fax Overflow Mailbox.  
This is the same as the extension for the fax machine. Any faxes stored in the Fax Overflow mailbox are delivered to this fax machine.
9. In the **Last Name** box, type the name of the Fax Overflow Mailbox.  
This name can be a maximum of 16 characters.
10. Click the **Delivery** tab.
11. In the **Fax Retries** box, type the number of times an attempt is made to deliver queued faxes. Undelivered faxes are sent to the General Delivery Mailbox. The number can be between 1 and 99. The default is 03.

12. In the **Fax Interval** box, type the number of minutes you want to wait between delivery attempts. Set this interval as short as possible to send the queued faxes to the fax machine before the fax machine becomes busy with more incoming faxes. The number can be between 1 and 60. The default is 1.

13. Click the **OK** button.

If the retry limit is reached for a fax message, the message is automatically sent to the General Delivery Mailbox. You can open the General Delivery Mailbox and forward the fax messages to a fax machine connected to the system. Check the General Delivery mailbox regularly.

You can set up Off-premise Message Notification to notify you when a message is received in the General Delivery Mailbox. For more information about the General Delivery Mailbox, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

## Changing the Fax Overflow Mailbox parameters

You can change any parameter assigned to a Fax Overflow Mailbox, except for the mailbox number. If you need to change a mailbox number, you must first delete the mailbox and then create a new Fax Overflow Mailbox. To delete a mailbox, refer to [Deleting a Fax Overflow Mailbox](#) on page 20. To create a Fax Overflow Mailbox, refer to [Adding a Fax Overflow Mailbox](#) on page 18.

The Fax Overflow Mailbox parameters appear in the same order as they appear when you create a Fax Overflow Mailbox.

Changing the parameters of a Fax Overflow Mailbox involves:

- opening the mailbox you want to change
- locating the display with the parameter you want to change
- entering the new parameter value

To change the parameters of a Fax Overflow Mailbox:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.

The Administration Password dialog box appears.

2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.

4. Click the **Mailbox** menu and then click **Change/Delete**.  
The Mailbox List dialog box appears.
5. Click the name of the mailbox you want to modify.
6. Click the **Change** button.  
The Mailbox Properties dialog box appears.
7. Modify the boxes you wish to change.
8. Click the **OK** button.
9. Click the **Close** button.

## Deleting a Fax Overflow Mailbox

You can delete a Fax Overflow Mailbox at any time. After you delete a Fax Overflow Mailbox, an incoming fax transmission meets a busy signal. Fax messages that are in the Fax Overflow Mailbox before it is deleted are automatically printed.

To delete a Fax Overflow Mailbox:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.
4. On the **Mailbox** menu click **Change/Delete**.  
The Mailbox List dialog box appears.
5. Click the name of the mailbox you want to delete.
6. Click the **Delete** button.  
A message appears that asks you to confirm the deletion.
7. Click the **OK** button.
8. Click the **Close** button.

## Creating a Fax System Group List

A Fax System Group List sends the same fax to all the members of a list. This eliminates sending the same fax several times. The maximum combined number of Voice and Fax Group Lists is 99.

To create a Fax System Group List:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.
4. Click the **Group Lists** menu.  
The Group Lists dialog box appears.
5. Click the **Add** button.  
The Group List dialog box appears, asking you to choose the type of Group List to create.
6. Choose **Fax** and click the **OK** button.  
The Group List dialog box appears.
7. In the **Group List Name** box, type the new Group List name.
8. Click the **Voice** button and record a spoken Group List name from your telephone handset or PC.
9. From the **Available** list, click each mailbox that you want to include in the Group List.
10. Click the **Add** button to copy each mailbox into the current members list.
11. After you add all the members to the Group List, click the **OK** button.
12. Click the **Close** button.

If you want to add fax machines to the Group List, refer to [Adding fax machine members to a Fax System Group List](#) on page 22. For more information about Group Lists see the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

## Adding fax machine members to a Fax System Group List

Members of a Fax System Group List are fax machines at other locations. These fax machines do not have to be connected to your system. These fax machines can have internal or external numbers.

Since not all the fax machine members of this list are connected to your Enterprise Edge system, you must specify the telephone number of the fax machine and the line or line pool. A maximum of 125 fax machine members can be added to a Fax System Group List.

To add a fax machine member to a Fax System Group List:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.
4. Click the **Group Lists** menu.  
The Group Lists dialog box appears.
5. Select the Fax Group List you want to add a fax machine to.
6. Click the **Change** button.  
The Group List dialog box appears for the Fax Group List.
7. In the **Available** list, click the mailbox for each fax machine that you want to add to the Fax Group List.
8. Click the **Add** button to copy each mailbox into the Current Members list.
9. After you add all the new members to the Group List, click the **OK** button.
10. Click the **Close** button.

## Sending a Fax System Group message (Fax Broadcast)

Send a Fax System Group message to notify a group by fax of an event or notice that pertains to the group. Before you send a Fax System Group message create the Fax System Group List. Make sure the Group List contains all the fax machines that you want to include.

To send a Fax System Group message from your Enterprise Edge telephone:

1. Press **Feature** **9** **8** **1**.

Pswd:  
OTHR RETRY OK

2. Enter your password and press **OK** or **#**.

1 new 4 saved  
PLAY REC ADMIN

3. Press **PLAY** or **2** to retrieve your new fax message. The fax identification number and any introductory voice message is played.

**Note:** If you want to send a saved fax message, press **6** until you find the saved fax message you want to send. To use this feature you must have in your mailbox the fax message you want to send.

End of message  
COPY ERASE NEXT

4. Press **COPY** or **5**.

Copy fax  
MBOX OTHR

5. Press **MBOX** or **1**.

Record intro?  
YES NO

6. Press **NO** or **2**.

**Note:** Fax Group List recipients cannot hear voice introductions.

Mbox:  
DIR QUIT

7. Enter the Fax System Group List number.

Glist: <x>  
OPTS CC SEND

8. Press **SEND** or **#**.

Msg delivered

9. This display appears briefly to show that the message is delivered.

Another copy?  
YES QUIT

10. To send this fax message to another Group List, press **YES** or **1**. To end this session press **QUIT** or **\***.

11. Press **Rls** to end this programming session.



---

# Setting up and maintaining Fax On Demand Mailboxes

## 4

### Introduction

As System Coordinator you perform all the tasks necessary for setting up and maintaining Fax-on-demand mailboxes. This chapter describes:

- [About Fax On Demand Mailboxes](#) on page 26
- [Adding a Fax On Demand Mailbox](#) on page 26
- [Changing the parameters of a Fax On Demand Mailbox](#) on page 28
- [Choosing a Fax On Demand call method](#) on page 29
- [Adding a fax message from a fax machine telephone](#) on page 30
- [Recording a Fax On Demand Mailbox Greeting](#) on page 31
- [Recording a Fax On Demand Mailbox Greeting](#) on page 31
- [Deleting or viewing fax selection numbers in a Fax On Demand Mailbox](#) on page 32
- [Including a Fax On Demand Mailbox in CCR](#) on page 33

Before you begin to administer FAX, complete [Appendix A: FAX Programming Record](#) on page 45. This helps you to collect and organize the information you need to administer FAX. Make a photocopy of the Programming Record before you enter any information.

## About Fax On Demand Mailboxes

A Fax On Demand Mailbox lets external callers retrieve fax messages from Enterprise Edge Voice Messaging.

To set up a Fax On Demand mailbox you must:

1. Add a Fax On Demand mailbox.
2. Choose whether the call method is the one-call or the two-call method.
3. Add fax messages from a fax machine telephone to the Fax On Demand mailbox.
4. Record a Fax On Demand Mailbox greeting that lists the faxes available and tells callers how to retrieve them.

You cannot add or update a fax message in a Fax On Demand Mailbox using an Enterprise Edge telephone. For information about adding a fax message, refer to [Adding a fax message from a fax machine telephone](#) on page 30.

You can include a Fax On Demand mailbox in Custom Call Routing (CCR). CCR lets mailbox owners select options to direct their own calls. For more information on CCR, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

## Adding a Fax On Demand Mailbox

To add a Fax On Demand Mailbox:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.
4. On the **Mailbox** menu click **Add**.  
The Add Mailbox dialog box appears.
5. In the **Mailbox** box type the extension number of the Fax On Demand mailbox. Use a mailbox number that does not conflict with existing or potential extensions. Use the same first digit for all Fax On Demand mailboxes so that they are easy to identify.

6. At the **Mailbox Type** option select **Fax On Demand**.
7. Click the **OK** button.  
The Mailbox Properties dialog box appears with the General tab open.
8. In the **Last Name** box, type the name of the Fax On Demand mailbox.  
The name can be a maximum of 16 characters.
9. Leave the **COS** at 1.
10. Click the **Outdial** tab.
11. Select either **Line** or **Pool** and type the number in the Line or Pool box.  
Select Pool if you want Enterprise Edge Voice Messaging to select a line within a line pool. Refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide* for information about preventing unauthorized calls using the outdial feature.
12. Click the **Delivery** tab.
13. In the **Fax Retries** box type the number of delivery attempts that are made if the two-call method is used.  
The default value is 03. The value can be between 01 and 99. For more information about call delivery see [Call methods](#) on page 11.
14. In the **Fax Interval** box type the number of minutes to wait between delivery attempts. Make this interval long enough that a typical phone call at the receiving end is unlikely to use all the retries.  
The value can be between 01 and 60.
15. Click the **OK** button.

Before you can use the Fax On Demand Mailbox you must initialize it. For information about initializing a mailbox, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

## Changing the parameters of a Fax On Demand Mailbox

You can change any Fax On Demand Mailbox parameter except the mailbox number. If you want to change a mailbox number, you must first delete the mailbox and then add the new Fax On Demand Mailbox. Refer [Adding a Fax On Demand Mailbox](#) on page 26.

Changing the parameters of a Fax On Demand Mailbox involves:

1. Opening the mailbox you want to change.
2. Locating the display with the parameter you want to change.
3. Entering the new parameter value.

The Fax On Demand Mailbox parameters appear in the same order as they appear when you add a Fax On Demand Mailbox.

To change a Fax On Demand Mailbox parameter:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.
4. On the **Mailbox** menu click **Change/Delete**.  
The Mailbox List dialog box appears.
5. Click the name of the mailbox you want to modify.
6. Click the **Change** button.  
The Mailbox Properties dialog box appears.
7. Modify the boxes you want to change.
8. Click the **OK** button.
9. Click the **Close** button.

## Choosing a Fax On Demand call method

For each Fax On Demand Mailbox you must choose whether the call method is the one-call method or the two-call method.

If you choose the one-call method:

- the fax message transmits during the original call
- the caller must use a fax machine to retrieve a fax message
- the caller pays for any charges incurred

If you choose the two-call method:

- the caller provides the fax telephone number that the fax is delivered to
- the fax message transmits in the second call, which is made by Enterprise Edge Voice Messaging

Each Fax On Demand Mailbox contains fax messages that a caller can request. A caller can request up to eight fax messages.

To choose a call method and the number of fax messages:

1. Press **Feature** **9** **8** **1**.

Pswd:  
OTHR RETRY OK

2. Press **OTHR** or **\***.

Log:  
QUIT RETRY OK

3. Enter the Fax On Demand Mailbox number and password and press **OK** or **#**.

FaxOnDemand  
FAXES ADMIN

4. Press **ADMIN** or **8**.

Mailbox admin  
GREET PSWD QUIT

5. Press **5**.

Method: Two call  
CHNG NEXT

6. Press **CHNG** or **1** to choose the one-call method. In this display, **Two** represents the current call method. The two-call method is the default call method. If the current call method is correct, press **NEXT** or **#**.

Limit: 8  
CHNG OK

7. Press **CHNG** or **1** and enter the number of faxes a caller can request. The maximum number of faxes a caller can request is eight.

Limit:  
RETRY OK

8. Press **OK** or **#**.

Limit: 7  
CHNG OK

9. Press **OK** or **#** again to accept the number of faxes a caller can request.

10. Press **Rls** to end this programming session.

## Adding a fax message from a fax machine telephone

You must enter a selection identification number when you add a fax message from a fax machine telephone to a Fax On Demand Mailbox. The selection identification number is used by callers to select the document they want to retrieve.

Immediately after you add or update a fax message in the Fax On Demand Mailbox, verify that the fax message is received and is ready for customer use. Access the Fax On Demand Mailbox and print the new or updated fax messages.

To add a fax message from a fax machine telephone to a Fax On Demand Mailbox:

1. From a fax machine telephone, dial a telephone number that is answered by the Automated Attendant.
2. When the Automated Attendant answers the call, press **\* \***, or in the UK press **8 8**.
3. Enter the Fax On Demand Mailbox number and password.
4. Press **#**.
5. Press **1**.
6. Press **1** again to add a fax message.

**Note:** To change or delete a fax message, follow the voice prompts.

7. Enter the Fax On Demand selection identification number. The Fax On Demand selection identification number must be a unique number that is a maximum of eight digits. The number cannot start with zero or nine.
8. Press **#**.
9. Press the **START/SEND** key on your fax machine when you are prompted. The Enterprise Edge Voice Messaging session ends when the transmission is complete.

## Recording a Fax On Demand Mailbox Greeting

You must record a greeting for each Fax On Demand Mailbox. This greeting is played to callers who access the Fax On Demand Mailbox. The maximum length of this greeting is designated by the Class of Service.

Before you record the Fax On Demand Mailbox Greeting, prepare a greeting for each Fax On Demand Mailbox. In your greeting describe the documents available and tell callers how to retrieve them.

An example of a greeting for a one-call method Fax On Demand Mailbox is:

*“Hello. You have reached Paddy’s Dance Studio fax information hotline. If you are calling from a fax machine telephone, you can receive information on class schedules and prices, registration forms and upcoming special events. To receive class schedules and prices, press [1]. To receive registration forms, press [2]. To receive information about upcoming special events, press [3]. After you have entered the required numbers, press Start on your fax machine.”*

If you use the Enterprise Edge Voice Messaging bilingual capability, record the Fax On Demand Mailbox Greeting in the Alternate Language.

An example of a greeting for a two-call method Fax On Demand Mailbox is:

*“Hello. You have reached Paddy’s Dance Studio fax information hotline. You can receive information on class schedules and prices, registration forms and upcoming special events. To receive class schedules and prices, press [1]. To receive registration forms, press [2]. To receive information about upcoming special events, press [3]. Enter the telephone number of the fax machine you wish to have the faxes sent to. If you are calling long distance remember to include the area code.”*

To record a greeting:

1. Press Feature 9 8 1.

Pswd:  
OTHR RETRY OK

2. Press OTHR or \*.

Log:  
QUIT RETRY OK

3. Enter the Fax On Demand Mailbox number and password and press OK or #.

FaxOnDemand  
FAXES ADMIN

4. Press ADMIN or 8.

Mailbox admin  
GREET PSWD QUIT

5. Press GREET or 2.

Primary Greeting  
REC NEXT

6. Press REC or **1**.

Record greeting:  
RETRY PLAY OK

7. At the tone, record the Primary Fax On Demand Mailbox Greeting and press OK or **#** to end the recording.

Accept greeting?  
RETRY PLAY OK

8. To listen to your greeting before accepting it, press PLAY or **1**.  
To re-record your greeting, press RETRY or **2**.  
To accept your Primary Fax On Demand Mailbox Greeting press OK or **#**.

Primary Greeting  
REC PLAY NEXT

9. To record an Alternate Fax On Demand Mailbox Greeting, press NEXT or **3** and follow the instructions that appear on the display.

10. Press Rls to end this programming session.

## Deleting or viewing fax selection numbers in a Fax On Demand Mailbox

You can delete or view a fax selection number using an Enterprise Edge telephone. If you delete a fax selection number, the fax message associated with the fax selection number is deleted.

To delete or view a fax selection number in a Fax On Demand Mailbox:

1. Press Feature **9** **8** **1**.

Pswd:  
OTHR RETRY OK

2. Press OTHR or **\***.

Log:  
QUIT RETRY OK

3. Enter the Fax On Demand Mailbox number and password and press OK or **#**.

FaxOnDemand  
FAXES ADMIN

4. Press FAXES or **1**.

<> faxes  
ADD CHNG QUIT

5. Press CHNG or **2**.

Select: <>  
UPDATE DEL NEXT

6. To view the fax selection numbers, press **NEXT** or **#**.

If you know the fax selection number of the fax message you want to view enter it now.

To delete the fax message associated with the fax selection number shown, press **DEL** or **7**.

**Note:** To update a fax message, you must use a fax machine telephone. For information about loading or updating fax messages, refer to [Adding a fax message from a fax machine telephone](#) on page 30 or [Recording a Fax On Demand Mailbox Greeting](#) on page 31.

Select deleted

7. Press **Rls** to end this programming session.

## Including a Fax On Demand Mailbox in CCR

FAX can be used with Custom Call Routing (CCR) by creating a Mailbox node on your CCR Tree. Assign the Mailbox node the mailbox number of the Fax On Demand Mailbox. This Mailbox node lets callers use the call routing features of CCR to access a Fax On Demand Mailbox. For more information on CCR Trees, see the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

### Adding a Mailbox node

You can create a Mailbox node that lets callers access a Fax On Demand Mailbox. Assign the Mailbox node the mailbox number of the Fax On Demand Mailbox. This mailbox gives callers single-digit access to a fax or list of faxes. If a CCR Tree does not exist, you must create one. You must create a Home Menu before you can add a Mailbox node.

For information about adding fax messages, refer to [Adding a fax message from a fax machine telephone](#) on page 30.

To add a Mailbox node:

1. Click **Start**, point to **Programs**, point to **Enterprise Edge Voice Applications Manager** and then click **Enterprise Edge Voice Applications Manager**.  
The Administration Password dialog box appears.
2. In the **Server Name or IP Address** box, type your Enterprise Edge server Name or IP Address.
3. In the **Administration Password** box, type your System Administrator Mailbox number and password combination and click the **OK** button.  
The Enterprise Edge Voice Applications Manager menu appears.

4. Click the **CCR** menu, point to **Open** and click the Tree that you want to add an Information Mailbox to.  
The Tree x - CCR Editor window appears.
5. Click the node that you want to add an Information node to.
6. Click the **Node** menu, point to **Add**, and then click **Mailbox**.
7. Double-click the new node.  
The Properties - Info Node dialog appears.
8. In the **Caption** box, type a name for the Information Mailbox, such as *Store Hours and Directions*.
9. Click the **Voice** button to record or download a Primary and Alternate prompt voice recordings. If the Play button is active, you can listen to the prompts by clicking the **Play** button.
10. At the **Next Action** option, select either **Home**, **Disconnect** or **Previous**.
  - Previous: returns to the Previous menu
  - Home: returns the call to the Home node Voice Prompt
  - Disconnect: disconnects the call
11. The **Assigned Key** list box displays the default number for the Assigned Key.
12. Click the **OK** button to add the Fax On Demand Mailbox.  
The node is created.

For more information about designing, building, changing, saving or enabling a CCR Tree, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

### Changing a Mailbox node

From CCR you can change a Mailbox node's Fax On Demand Mailbox number and destination. To change the greeting, call method or fax messages available, you must open the Fax On Demand Mailbox using     . For information about changing the parameters of Fax On Demand Mailboxes, refer to [Changing the parameters of a Fax On Demand Mailbox](#) on page 28.

## Introduction

Troubleshooting FAX involves solving problems related to FAX options. For more information about Enterprise Edge Voice Messaging troubleshooting, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

## Problems and solutions

**Callers cannot retrieve a fax from a Fax On Demand Mailbox.**

If a caller cannot retrieve a fax message from a Fax On Demand Mailbox:

1. Verify that the mailbox is a Fax On Demand Mailbox.
2. Verify that fax messages are added to this mailbox.
3. Make sure your greeting tells the user how to retrieve the fax message. This includes information about which call method is used.
4. If the two-call method is used, verify that the Dialing Translation Table is been created and the Dialing Translation parameters are set.

**Callers cannot leave a fax in a Personal Mailbox.**

If a caller cannot leave a fax message in a mailbox:

- Ensure the greeting tells the caller that the call must be made from a fax machine.

**A user cannot reply or send messages to other mailboxes.**

A user cannot reply or send messages to other mailboxes if the user's mailbox is full. This means that too many voice and fax messages are stored in the mailbox and the user must delete old messages from the mailbox. If this problem occurs frequently, assign the mailbox a different Class of Service to give the user more mailbox space.

Enterprise Edge Voice Messaging mailboxes are equipped with the Never Full Mailbox Feature, which allows external callers to leave voice and fax messages in a mailbox, even if the mailbox is "full". The message is stored but cannot be accessed until the mailbox owner deletes at least one saved message. The Never Full Mailbox Feature is available only to external callers. Internal callers cannot leave messages if a mailbox is full.

**Faxes that are sent when the fax machine is busy are lost.**

If fax messages sent when the fax machine is busy are not being received:

1. Verify that a default fax extension is set up.
2. Verify that a Fax Overflow Mailbox is added to Enterprise Edge Voice Messaging.
3. Verify that the extension defined in the Fax Overflow Mailbox is the extension number of the fax machine.
4. Make sure the fax machine is connected to the system through an Enterprise Edge ATA 2 or an Analog Station Module.

**A message indicates that faxes cannot be sent to the fax machine.**

If this occurs on a local fax machine:

1. Verify that the fax machine is ready to receive and is not jammed or out of paper.
2. Verify that the fax machine is connected to the system through an Enterprise Edge ATA 2 or an Analog Station Module.
3. Increase the number of retries assigned to the Fax Overflow Mailbox associated with the fax machine.

**Note:** To change the number of retries, refer to [Changing the Fax Overflow Mailbox parameters](#) on page 19.

If this occurs on a remote fax machine:

1. Verify that you entered the correct fax number.
2. Verify that there are no dialing restrictions applied to the user's extension.

**A message indicates that faxes could not be sent from the Fax Overflow Mailbox.**

A message is left in the General Delivery Mailbox that says:

*“The attached fax message could not be printed to <fax machine extension>.”*

This message indicates that the maximum number of retries is reached by the Fax Overflow Mailbox and the fax message is not sent.

If this occurs:

1. Verify that the fax machine is still operable.
2. Verify that the fax machine is connected to the system through an Enterprise Edge ATA 2 or an Analog Station Module.
3. Increase the maximum number of retries set in the Fax Overflow Mailbox.

**Fax messages are left in the General Delivery Mailbox.**

If the Fax Overflow Mailbox retry limit is reached for a fax message, the message is automatically sent to the General Delivery Mailbox.

1. Verify that the fax machine is still operable.
2. Verify that the fax machine is connected to the system through an Enterprise Edge ATA 2 or an Analog Station Module.
3. Open the General Delivery Mailbox and forward the fax messages to another fax machine connected to the system. Be sure to check the General Delivery mailbox on a regular basis.
4. Off-premise Message Notification can be set up to notify you when a message is received in the General Delivery Mailbox. For more information about Off-premise Message Notification and the General Delivery Mailbox, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

## Error messages

While you program Enterprise Edge Voice Messaging, an error message can appear on your telephone display. This section describes FAX-related error messages. The error messages are shown here in alphabetical order. For a list of all Enterprise Edge Voice Messaging error messages, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

### **Invalid ext**

Appears if an incorrect extension is entered. Check the extension length or use the Company Directory.

### **Invalid glist**

Appears if a FAX Group List is used for a voice message or if a voice Group List is used for a fax message.

### **Invalid mailbox**

Appears if an incorrect mailbox number is entered.

### **Invalid number**

Appears if an incorrect number is entered for one of the FAX parameters. For information about the correct range of values for a specific FAX parameter, refer to Chapters 3 and 4 of this guide.

### **LOCKED**

Appears if a Fax On Demand mailbox is disabled because of excessive incorrect password attempts.

### **Mbox needed**

Appears if you add a Mailbox node to a CCR Tree and do not specify a mailbox number when you are required to.

### **Mbox not init**

Appears if a message is sent an uninitialized mailbox.

### **Must be unique**

Appears if the value you enter as the fax selection number is assigned to another fax message. Fax numbers must be unique.

### **NONAMEREC**

Appears if a mailbox is initialized but the spoken name is not recorded.

### **NOGREET**

Appears if a Fax On Demand mailbox is initialized but the Primary Greeting is not recorded.

### **None to Print**

Appears if you try to print faxes when there are no faxes in the mailbox.

**Not available**

Appears if a FAX feature is attempted after the FAX hardware is removed or FAX is disabled.

**Not set up**

Appears if PRESET is selected before it is set up.

**Rec too long**

Appears if a recorded message is too long. Message or greeting length for a mailbox is determined by the Class of Service.

**Speak up**

Appears if you record a greeting or message and the minimum volume level for Enterprise Edge Voice Messaging is not met. Do not use Handsfree. Speak directly into the handset of your telephone.

**UNINIT**

Appears if the Fax On Demand mailbox is uninitialized.

**WARN Mbox uninit**

Appears if a Fax On Demand mailbox is uninitialized.

**WARN Mbox empty**

Appears if the Fax On Demand mailbox is empty.



## Introduction

This chapter provides examples of different fax features and tips for using FAX.

## Examples of FAX setups

You can set up FAX to perform several functions. How you set up FAX depends on your requirements for fax storage and retrieval.

The following examples describe how the different fax features are used by a small company called Paddy's Dance Studio. This company uses the Enterprise Edge Voice Messaging Fax functions to inform callers of upcoming events and allow students to register by fax.

### Example of a Fax On Demand Mailbox setup

Paddy's Dance Studio uses a Fax On Demand Mailbox to inform students of upcoming events. The Fax On Demand Mailbox contains three fax messages that are updated every month. The first fax message is a schedule for regular and drop-in classes. The second fax message lists the current prices for each class. The third fax message is a schedule for the upcoming special events. Each of the fax messages is sent using the one-call method. This means that the caller pays for any charges incurred.

Since the Fax On Demand Mailbox contains three fax messages, the greeting for the Fax On Demand mailbox tells callers how to get the information they want. For example:

*"Hello. You have reached Paddy's Dance Studio fax information mailbox. If you are calling from a fax machine telephone, you can receive information on class schedules, prices, and upcoming special events. To retrieve class schedules, press [1]. To get a detailed price list, press [2]. To get information about upcoming special events, press [3]."*

### Sample Fax Messaging setup

The registrar of Paddy's Dance Studio uses a personal mailbox to receive registration fax messages from students. These fax messages are sent to a mailbox and not the fax machine because the registration forms contain personal information such as addresses and telephone numbers. The registration faxes are collected in the mailbox and sent to the fax machine when the registrar is available to pick them up.

The greeting on the registrar's mailbox tells callers how to send a fax message. For example:

*"Hello. You have reached Paddy's Dance Studio registration desk. To speak to the receptionist, press [0]. To leave a message for the registrar, leave your name, telephone number and message after the tone.*

*If you are calling from a fax machine telephone, you can register for a class by fax. On your registration fax form, include your name, telephone number, address and the name of the class you are registering for. Also remember that payment is due before the start of the first class. To register now by fax, press the Start button on your fax machine."*

#### **Sample Fax Overflow setup**

Paddy's Dance Studio has only one fax machine and it can get very busy. To prevent losing any fax messages due to a busy fax machine, a Fax Overflow Mailbox is added to Enterprise Edge Voice Messaging. This mailbox collects any incoming fax messages that come in while the fax machine is busy.

## **FAX Tips**

#### **Printing a fax from a Fax Overflow Mailbox to another fax machine**

If a fax machine that is assigned to a Fax Overflow Mailbox is out of order for an extended time, you can print the stored fax messages on another fax machine connected to the system. To print the fax messages, change the extension number of the Fax Overflow Mailbox to the extension of a working fax machine. After you print the stored fax messages, change the extension number back to the extension of the original fax machine so you do not miss incoming fax messages.

For information about setting the extension number of a Fax Overflow Mailbox, refer to [Changing the Fax Overflow Mailbox parameters](#) on page 19.

#### **Adjusting the mailbox Class of Service**

All personal mailboxes store fax messages and voice messages in the same message space. The amount of space available is determined by the mailbox Class of Service. If the user expects several fax messages, you can change the mailbox Class of Service to allow more message space.

#### **Setting up notification of a fax machine problem**

If a fax message is sent to the Fax Overflow Mailbox and the retry limit is reached, the fax message is sent to the General Delivery Mailbox. You can open the General Delivery Mailbox and forward the fax messages to another fax machine connected to the system. Check the General Delivery mailbox on a regular basis. Off-premise Message Notification can be set up to notify you when a message is received in the General Delivery Mailbox. For more information about setting up Off-premise Message Notification and the General Delivery Mailbox, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.

**Transferring a fax caller to your mailbox**

If you answer a call from a caller who is phoning from a fax machine telephone and leaving a fax message in your mailbox, you can transfer the caller to your mailbox. When you answer the call, tell the caller that you will transfer them to your mailbox. Enter  9 8 6 and enter your mailbox number. The caller hears your mailbox greeting and can leave a fax message. Tell the caller to press the Start button on their fax machine.

If you answer your telephone and hear a Fax Calling Tone, you can transfer the call to your mailbox by entering  9 8 6 and entering your mailbox number. The fax message is left in your mailbox.



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# Appendix A: FAX Programming Record

## Before you begin

- Make copies of the pages in this chapter you need for recording more program settings.

## Programming overview

This overview is a recommended approach to FAX programming. To use this overview:

- Start at the top and progress through the programming options. Decide which options you require.
- You are programming Fax Mail on an installed Enterprise Edge Voice Messaging system. Refer to the Enterprise Edge Voice Messaging documentation for information on Enterprise Edge Voice Messaging system operation. Refer to the *Enterprise Edge 2.0 Voice Messaging Programming Record* for specific information about Enterprise Edge Voice Messaging programming defaults.
- Refer to the page number to find where the option is in this Programming Record. Space is provided for you to write the option or circle an option. The defaults are shown in **bold**.
- Instructions on how to access each programmable option are shown in brackets (“F” means “Feature”).

**Note:** To record the programming for the Dialing Translation Table, refer to the *Enterprise Edge 2.0 Voice Messaging Programming Record*.

Description of programming	Title	Page
Record a general description of your fax setup	Pre-installation checklist	page46
Record Dialing Translation parameters for your system	Dialing Translation Parameters	page46
Add Fax Mailboxes	Mailbox Administration	page47
Configure Fax Mailboxes	Appendix B: Configuration data defaults	page51
Define Fax System Group Lists	Fax System Group Lists	page49

**Pre-installation checklist**

Extension number/mailbox number length	1 2 3 4 5 6 7																
Installer's name																	
Installation date																	
Model of office fax machine(s)																	
Extension number or telephone number of office fax machine(s)	<table><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																

**Dialing Translation Parameters**

Long distance access code	
Area code	
Access code	
Reply translation	Y <b>N</b>

## Mailbox Administration

Copy page before using if  
more sheets required.

[illegible]

\* Applicable only for Fax Overflow Mailboxes

## Mailbox Configuration



Copy page before using if  
more sheets required.

Fax Overflow	
Mailbox	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Fax machine extension number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Retry attempts (01-99)	<input type="text"/> <input type="text"/>
Retry interval (01-60 min)	<input type="text"/> <input type="text"/>
Fax On Demand	
Mailbox	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Directory name	
Greeting	Primary:
	Alternate:
Delivery mode	One-call <b>Two-call</b>
Maximum number of faxes*	1 2 3 4 5 6 7 8
Description of fax contents	
Fax On Demand	
Mailbox	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Directory name	
Greeting	Primary:
	Alternate:
Delivery mode	One-call <b>Two-call</b>
Maximum number of faxes*	1 2 3 4 5 6 7 8
Description of fax contents	

\* A caller can request a maximum of 8 faxes. A mailbox can store as many faxes as space permits.

## Fax System Group Lists



Copy page before using if  
more sheets required.

[illegible]

\*The Group List leading digit can be changed from the default of 9. This is done by the Installer or System Administrator during system initialization.



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## Appendix B: Configuration data defaults

Data Field for Fax On Demand	Value Range	Default
Call method	One/Two	Two
Maximum number of faxes requested	1 - 8	8
Retry attempts	1 - 99	3
Retry intervals	1 - 60 minutes	10 minutes

Data Field for Fax Overflow	Value Range	Default
Retry attempts	1 - 99	99
Retry intervals	1 - 60 minutes	1 minute

Data Field for Fax Mail	Value Range	Default
Retry attempts	1 - 99	3
Retry intervals	1 - 60 minutes	10 minutes

For more information about Enterprise Edge Voice Messaging configuration, refer to the *Enterprise Edge 2.0 Voice Messaging Set Up and Operation Guide*.



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# Glossary

## **Administration**

The tasks involved in setting up and maintaining the Enterprise Edge Voice Messaging Mailboxes, greetings, Custom Call Routing (CCR), and setup configuration.

## **Automated Attendant**

The Enterprise Edge Voice Messaging answering service that answers incoming calls with a Company Greeting, plays a list of Enterprise Edge Voice Messaging options to a caller, and performs call routing functions in response to a caller's selections.

## **Call Method**

A parameter defined for a Fax On Demand Mailbox. This parameter determines how a fax message is sent to the caller. There are two call methods: one-call and two-call. In the one-call method, the fax message is sent to the caller in the original call. In the two-call method, the fax message is sent in a second call that Enterprise Edge Voice Messaging makes to a number that is specified by the caller.

## **Call Path**

The route an incoming call takes along a CCR Tree. Each Call Path provides the caller with options and access to nodes.

## **Central Office**

The telephone company facility where customer telephone lines are joined to switching equipment for connecting local and long distance calls.

## **Class of Service**

A predetermined number designation that specifies the Enterprise Edge Voice Messaging options for a mailbox.

## **Company Directory**

An internal voice list that contains the names of users with initialized mailboxes that are designated to appear in the directory.

## **Configuration**

The tasks involved in setting up the different parameters of Enterprise Edge Voice Messaging. For example, configuring the telephone lines answered by Enterprise Edge Voice Messaging. See also [Administration](#).

## **Conventions**

The way certain information is described. For example, using underlined text to represent second-line display prompt information.

**Custom Call Routing (CCR) Tree**

Call paths that allow users to select options to direct their own calls.

**Default**

The parameters that are preset for Enterprise Edge Voice Messaging.

**Destination**

In CCR, a destination is where a call is transferred from an Information node, a Transfer node or a Mailbox node. There are three Destination Types: Home Menu, Previous Menu and Disconnect.

**Dialing Translation**

An Enterprise Edge Voice Messaging feature that converts digits to be dialed into acceptable call routing information. Dialing Translation is required to use the two call method with Fax On Demand mailboxes.

**Digital Fax Card (DFC)**

The DFC is an expansion card that provides fax capability to Enterprise Edge Voice Messaging.

**Digital Voice Card (DVC)**

The DVC is an expansion card that converts speech into a form that can be stored on and retrieved from the hard disk. The DVC also connects the Enterprise Edge server to Enterprise Edge Voice Messaging.

**Directory number length**

The number of digits in an Enterprise Edge extension and a Enterprise Edge Voice Messaging Mailbox number. The intercom number length ranges from two to seven digits.

**Display**

A one or two line screen on an Enterprise Edge telephone that shows Enterprise Edge Voice Messaging commands and options.

**Display buttons**

The three buttons that appear below an Enterprise Edge two line display. Callers can press these buttons to select specific Enterprise Edge Voice Messaging options.

**Display options**

The choices that appear on the Enterprise Edge two line display. Callers can press dialpad buttons to select specific options.

**Enterprise Edge ATA 2**

An Enterprise Edge product that connects an analog device, such as a single line telephone or a fax machine, to an Enterprise Edge server.

**Extension**

A two to seven-digit number that is used to reach a designated telephone on an Enterprise Edge system.

**Fax Mail**

Fax Mail lets a caller leave a fax message in a Personal Mailbox. The fax messages can later be retrieved by the owner of the mailbox and printed on a fax machine.

**Fax On Demand Mailbox**

A Fax On Demand Mailbox is an Enterprise Edge Voice Messaging mailbox that lets a caller retrieve fax messages stored in Enterprise Edge Voice Messaging.

**Fax Overflow Mailbox**

The Fax Overflow Mailbox is an Enterprise Edge Voice Messaging mailbox for a fax machine. If the fax machine cannot answer an incoming fax call, Enterprise Edge Voice Messaging answers the call and stores the fax messages in the Fax Overflow Mailbox. Later, when the fax machine is ready to print, Enterprise Edge Voice Messaging sends the stored fax messages to the fax machine.

**Fax telephone**

A fax machine that can be used to make standard telephone calls.

**Feature code**

A unique three-digit code used to access Enterprise Edge Voice Messaging features and options.

**General Delivery Mailbox**

One of the two Special Mailboxes used to collect messages for individuals in a company who have not been assigned Personal Mailboxes. The other Special Mailbox is the System Administrator Mailbox.

**Greetings**

Fax On Demand Mailbox Greetings can be recorded in Primary and Alternate Languages. These greetings provide a list or a description of the faxes available from the Fax On Demand Mailbox.

**Home node**

The Home node is the first node a caller goes to on a CCR Tree.

**Initializing a mailbox**

Preparing a mailbox to receive messages, which includes changing a mailbox default password and recording a Company Directory name.

**Initializing Enterprise Edge Voice Messaging**

Preparing the Enterprise Edge Voice Messaging settings during system installation. Settings include mailbox number length, language preference, and intercom number length.

**Language**

Enterprise Edge Voice Messaging software is available in Primary and Alternate languages.

**Mailbox**

A storage place for messages on the Enterprise Edge Voice Messaging system.

**Mailbox number length**

The number of digits allowed in a mailbox number. The mailbox number length ranges from two to seven digits.

**Mailbox Overrides**

The two Mailbox Overrides are optional parameters in addition to the Class of Service values. The Mailbox Overrides are: Include in Company Directory and Message Waiting Notification.

**Non voice-introduced fax message**

A fax message without an introductory message that is left in a mailbox.

**Enterprise Edge Voice Mail FAX Programming Record**

The Enterprise Edge document where you record the FAX programming options you select.

**Off-premise Message Notification**

An Enterprise Edge Voice Messaging feature you can program to call you at any telephone number, extension, or pager to let you know that you have a voice or fax message.

**Option**

An Enterprise Edge Voice Messaging choice that is given to a user through voice or display prompts.

**PBX**

A PBX (Private Branch eXchange) is the electronic equipment that controls the operation of a telephone system and provides many call control features.

**Password**

A four to eight digit number that is entered using the dialpad. You must enter a password to open a mailbox or perform configuration tasks.

**Path number**

An identification number assigned to a Path on each CCR Tree. The number represents the sequence of digits that callers press to route themselves along the call path.

**Node**

An option along the call Path of a CCR Tree. A node can be the Home Menu, a Menu, an Information Message, a Mailbox or an extension. You can set up a Mailbox node as a Fax On Demand Mailbox.

**Registering mailboxes**

A System Administrator task for the addition of mailboxes to Enterprise Edge Voice Messaging using the Administration feature code.

**Reports**

Enterprise Edge Voice Messaging Reports let you view information such as Enterprise Edge Voice Messaging programming, amount of available message storage time and CCR programming and administration.

**Resetting passwords**

A System Administrator task that changes a mailbox password from its current setting back to the Enterprise Edge Voice Messaging default setting 0000 (four zeros).

**Special Mailboxes**

The two mailboxes used by the System Administrator are the System Administrator Mailbox and the General Delivery Mailbox.

**System Administrator**

The person responsible for configuring, updating, and maintaining the Enterprise Edge Voice Messaging module.

**System Administrator Mailbox**

One of the two Special Mailboxes. This mailbox is used by the System Administrator for sending Broadcast Messages and is also the System Administrator's Personal Mailbox. The other Special Mailbox is the General Delivery Mailbox.

**Tone dial telephone**

A push button telephone that emits DTMF tones.

**Voice introduced fax message**

A fax message that is left in a mailbox with an introductory message.

**Voice prompts**

The prerecorded voice instructions that play to callers when they access the different Enterprise Edge Voice Messaging Features and options. Voice prompts also enable a caller to proceed along the call Path of a CCR Tree.



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