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# **AT&T FAX Attendant System™**

Release 2.1.1

User's Guide

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## **What Is the AT&T FAX Attendant System™?**

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The FAX Attendant system is a computer-based product that works in conjunction with your telephone system to enhance the capabilities of your company's fax machines. FAX Attendant provides the following features (listed alphabetically):

- **Addressing by Name**

In those places where you are asked to dial an extension number to address a fax message, you can dial a name instead. Whenever an extension number or name is required, FAX Attendant asks you to enter either an extension number or a name, depending on the default your System Manager has set up.

- **Automatic Retry for Busy Fax Machines**

If the fax number you dialed is busy, FAX Attendant automatically tries to transmit the message at a later time. You just have to send the message on your fax machine once, and FAX Attendant keeps trying to transmit it to the desired destination. If FAX Attendant is unable to transmit your message after a specified number of hours, it notifies you that the delivery failed.

- **Autoprinting**  
FAX Attendant feature that automatically prints all incoming fax messages. Messages are printed at the default destination. If the autoprint option is turned off, FAX Attendant holds incoming fax messages in your fax mailbox until you request they be printed.
- **Coverage for Busy or Out-of-Paper Fax Machines**  
With FAX Attendant, you don't have to worry about being unable to receive incoming fax messages when your fax machine is busy or out of paper. Whenever one of these situations occurs, FAX Attendant accepts your incoming fax messages and either automatically prints them or holds them for you, depending on your instructions.
- **Economy Fax Transmissions**  
Before you transmit your fax message, FAX Attendant gives you the option of either sending your fax message immediately, or waiting until the telephone rates for the fax number you specified are lower. If you choose the economy option, FAX Attendant stores the fax message you want to send and transmits it when the rates are lower. FAX Attendant can notify you when it sends the message.
- **Fax Delivery Reports**  
You can set FAX Attendant to send you a delivery report each time you send a fax message. If you send the same fax message to more than one address, you receive one report for all the intended destinations. The report states whether the delivery(s) was successful, the time the fax was submitted, and the time the fax was delivered. When you send a fax message to a distribution list, FAX Attendant issues status reports after each pass through the list. If autoprinting is turned off, the intermediary reports are sent to your fax mailbox. If you don't print the reports, they are replaced after each pass through the list until the final delivery report is issued.

The fax delivery report also provides a reduced version of the first page of the associated fax to remind you what was sent. You can save this report for your records to show proof of transmission.

- **Faxes Sent to Multiple Destinations at One Time**  
FAX Attendant gives you the ability to send or "broadcast" the same fax message to different destinations without making each call separately. FAX Attendant also lets you create fax distribution lists consisting of fax numbers of people you communicate with frequently. Once you create a list, you just have to enter the list identification number instead of each person's fax number.

- **Message Arrival Notification**

Whenever you receive a fax message, FAX Attendant turns on the message waiting light on your phone, if it is equipped with one. (If your phone does not have a message waiting light, you can use the outcalling feature to get notification of received fax messages.) If you set FAX Attendant to automatically print your incoming messages, you can pick them up at the default destination. (The default destination is either a laser printer connected to the FAX Attendant system or a fax machine.) If you set FAX Attendant to hold your incoming messages, you can dial FAX Attendant when you want to retrieve your messages. To set FAX Attendant to print or hold your fax messages, see Chapter 3, "Handling Incoming Fax Messages."

As previously mentioned, FAX Attendant has the ability to call you each time you receive a new fax message. You can turn this feature, called *outcalling*, on or off, and change the telephone number FAX Attendant calls. For more information about outcalling, see Chapter 4.

- **Off-Site Access to Your Received Fax Messages**

FAX Attendant allows you to get fax messages from your mailbox when you are out of the office. With this feature, you can call FAX Attendant and instruct it to send your received messages to the fax number you provide. For example, if you are on a business trip, you can give the fax number of either the business you are calling from, or the hotel at which you are staying. Without this feature, you would have to either go to your office to print your messages, or have someone at your office print out all your incoming messages and then send them to a fax number you give them.

- **Overflow to General Mailbox**

If your mailbox becomes full, there is a system-wide option that sends new fax messages to a general mailbox instead of to your personal mailbox. The System Manager must enable the general mailbox and can set the feature to automatically print these overflow fax messages.

If you have frequent mailbox overflow, either you need a bigger mailbox, or you are not printing messages on a timely basis.

- **Personal Fax Numbers for Everyone**

FAX Attendant enables all subscribers to have personal fax numbers whether or not they have a fax machine in their office. When FAX Attendant receives a fax for a subscriber who doesn't have a fax machine, it either places the message in that subscriber's mailbox or automatically prints the message at the default destination, depending on the subscriber's instructions.

- **Plain Paper Printing**  
FAX Attendant can print your incoming faxes on an optional system laser printer or a plain paper fax machine. With the plain paper printing feature, your faxes are easy to both read and photocopy.
- **Privacy for Your Incoming Fax Messages**  
If you do not want other people to read your incoming fax messages, you can set FAX Attendant to hold all your incoming messages. When you want to read your messages, you can print them.

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## Getting Started

# 2

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### Using This Guide

This guide is organized by tasks, providing you with the information you need to perform a specific function. For example, if you want to know how to retrieve a held fax message while you are out of the office, consult the section of this guide titled "Retrieving Held Fax Messages from Outside Your Office."

### Logging In

To send and receive fax messages with FAX Attendant, you must first *log in* to FAX Attendant. The *Login* procedure is nothing more than dialing the FAX Attendant number and entering your voice or fax extension and your password. Through this procedure, FAX Attendant verifies that you are an authorized user and prevents others from using your account. Your System Manager will provide you with a telephone number and initial password to use.

To log in to FAX Attendant:

1. Dial the FAX Attendant number and wait for FAX Attendant to answer.

For convenience, you may want to record your FAX Attendant number here:

\_\_\_\_\_

**FAX Attendant Number:** \_\_\_\_\_

\_\_\_\_\_

FAX Attendant prompts you to enter your extension.

2. Enter your extension followed by .

FAX Attendant prompts you to enter your password.

3. Enter your password followed by .

You are now logged in to FAX Attendant. FAX Attendant announces your name, the number of held fax messages in your account, the number of autprinted fax messages, and the number of voice mail messages (if AUDIX™ Voice Power™ is present). FAX Attendant then recites the Fax Activity Menu. You may select items from the menu by pressing the appropriate buttons on your telephone.

**Note:** If your system is running FAX Attendant with AUDIX Voice Power, the menu you hear is the AUDIX Voice Power Activity Menu. In this situation, press , *Go to FAX Mail* to hear the Fax Activity Menu.

## **Using FAX Attendant Shortcuts**

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When you become skilled at using FAX Attendant, you do not need to listen to each complete voice announcement. Here are some shortcuts you can use to save time:

- If your telephone system passes caller identification information to FAX Attendant and you are calling from your own extension, you do not need to enter the extension number to identify yourself. When FAX Attendant asks you to enter your extension, press  immediately. FAX Attendant asks you to enter your password followed by .
- You never need to wait for a voice announcement to finish. You can start pressing buttons immediately.
- If you know the sequence of buttons you need to press for a particular function, you may proceed without pausing between button presses.

## Selecting from the Fax Activity Menu

After you log in, FAX Attendant recites the Fax Activity Menu. The menu items are as follows:

- |   |  |
|---|--|
| <b>1</b> . <b>Send a Fax Message</b>  | Address and send a fax message.  |
| <b>2</b> . <b>Get Fax Messages</b>  | Listen to information about held fax messages, print held fax messages, or delete unwanted held fax messages.  |
| <b>3</b> . <b>Administer Your Name, Fax Call Answer Greeting, Autoprint Setting, or Delivery Report Setting</b> | Record or change your name or personal greeting, select whether your personal greeting or the standard system greeting is to be used when FAX Attendant answers your incoming fax messages, select whether you want FAX Attendant to hold all your incoming fax messages or automatically print them, or select whether you want FAX Attendant to notify you of the delivery status of messages you successfully send. |
| <b>5</b> . <b>Change Your Password or Administer Your Fax Distribution Lists</b>                                | Change your password or create, scan, and review fax distribution lists.   |
| <b>6</b> . <b>Change Outcalling Information</b>   | Change the number FAX Attendant will use to notify you of a received message and turn outcalling on or off. If AUDIX Voice Power is present, this feature is option <b>6</b> on the Voice Mail Activity Menu.  |
| <b>8</b> . <b>Go to Voice Mail</b>  | Access AUDIX Voice Power voice mail service (if present).  |
- Note:** **4** and **7** are reserved.

## Changing Your Password

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Your password helps to ensure that *only you* can access your messages. You must use it each time you log in, and you can change it as often as you wish.

The first time you log in to FAX Attendant, use the password supplied by your System Manager. To protect your privacy, you should change this password immediately and frequently thereafter.

To change your password:

1. Choose a sequence of 9 digits or less as your new password. You can have a numeric password, or you can use the letters on the keys to spell a word. Use something that is easy for you to remember. Before you choose a password, keep the following things in mind:
  - **Do not** use the  or  keys in your password.
  - Use 5 or more digits for your password to ensure that it is secure. A password with fewer than 5 digits is less secure, because it is much easier to decode.
  - Do not use  as your password. If you select  as your password, FAX Attendant will accept any input as your password. In other words, you will have **no** password and anyone who knows your extension can use your account.
2. Dial FAX Attendant and log in.
3. From the Fax Activity Menu, press , , *Change Your Password or Administer Your Fax Distribution Lists*.
4. At the submenu, press , , *Change Password*.

FAX Attendant prompts you to enter your new password.

5. Enter your new password followed by .

FAX Attendant prompts you to re-enter your new password.

6. Enter your new password again followed by .

FAX Attendant announces that your password has been changed and returns you to the Fax Activity Menu.

## **Recording and Implementing a Personal Greeting**

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You can record a personal greeting that callers will hear when FAX Attendant answers your fax extension.

### **When to Use a Personal Greeting**

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There are two situations in which using a personal greeting is appropriate, as follows:

- Use a personal greeting if you are the administrator of a group fax number. This way, callers will know to enter the voice extension of the person to whom they want to send a fax. You might record the following message:

You have reached the department fax number.  
Enter the voice telephone extension of the  
person you are faxing to, followed by the # key.

After entering the voice extension, the caller hears the subscriber's name and extension number (if the name is not administered, the caller hears just the subscriber's extension) and is asked to press Start on their fax machine.

- You may want to use a personal greeting if you have a personal fax number. You can record one FAX Attendant greeting which you can use from day to day or change often to tell callers how you might be reached. If you prefer not to use a personal greeting, FAX Attendant can answer with a standard system greeting. This greeting states the subscriber's fax extension only (names are not included), then asks the caller to press Start on their fax machine.

## Recording a Personal Greeting

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1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press  , , *Administer Your Name, Fax Call Answer Greeting, Autoprint Setting, or Delivery Report Setting.*
3. At the submenu, press  , , *Administer Your Greeting.*
4. Press  , to record your new greeting.

FAX Attendant prompts you to speak your greeting.

5. Speak your greeting.
6. Press  , when you are finished recording.

FAX Attendant prompts you to perform one of the following actions:

- To approve your greeting, press  ,  ,
  - To play back your greeting, press  ,  ,
  - To re-record your greeting, press  ,  ,
  - To delete your greeting, press  ,  ,
7. Press  ,  , to listen to your new greeting.
  8. If you are satisfied with your greeting, press   .

FAX Attendant prompts you to press  to use your personal greeting, or press  , to use the system greeting.

If you are not satisfied with your greeting, press  ,  , and return to step 5.

9. Press  , to use your personal greeting.

FAX Attendant announces that the personal greeting is being used. FAX Attendant then returns to the Fax Activity Menu.

## Turning Your Greeting On or Off

At any time, you can turn your personal greeting on or off. When you turn it off, FAX Attendant uses the system greeting. To turn your personal greeting on or off:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press  , , *Administer Your Name, Fax Call Answer Greeting, Autoprint Setting, or Delivery Report Setting.*
3. At the submenu, press  , , *Administer Your Greeting.*

FAX Attendant prompts you to perform one of the following actions:

- To record your greeting, press  ,
  - To listen to your greeting, press  ,
  - To select whether you want to use your personal greeting or the system greeting, press  ,  ,
4. Press  ,  to notify FAX Attendant which greeting you have selected to use.
  5. Press  , to turn on your personal greeting, or press  , to turn off your personal greeting.

FAX Attendant announces which greeting is being used and returns to the Fax Activity Menu.

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## Handling Incoming Fax Messages

# 3

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### Automatically Printing Your Incoming Fax Messages

You can set FAX Attendant to send all your incoming fax messages to a default destination automatically. This destination can be a fax machine in your office, any fax machine that has its own telephone number, or the laser printer (if your system has one) attached to the FAX Attendant system.

**Note:** If you turn on autoprinting, you will be unable to retrieve fax messages when you are out of the office.

To turn on autoprinting:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press , *Administer Your Name, Fax Call Answer Greeting, Autoprint Setting, or Delivery Report Setting.*
3. At the submenu, press , *Administer Your Autoprint Setting.*

FAX Attendant announces whether autoprinting is set on or off.

4. There are two choices:

- If autoprining is turned off, press .

FAX Attendant announces that autoprining is on and then returns to the Fax Activity Menu.

- If the autoprining is turned on, press   to return to the Fax Activity Menu.

## **Holding Your Incoming Fax Messages**

By turning off autoprinting, you can set FAX Attendant to hold all your incoming fax messages and place them in your fax mailbox. This feature gives you privacy by allowing you to be present at the printer or fax machine while your fax is printing. It also allows you to retrieve your fax messages when you are out of the office.

**Note:** If you do not turn off autoprinting, you cannot retrieve faxes when you are out of the office.

To turn off autoprinting and have all of your incoming fax messages held:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press , *Administer Your Name, Fax Call Answer Greeting, Autoprint Setting, or Delivery Report Setting.*
3. At the submenu, press , *Administer Your Autoprint Setting.*

FAX Attendant announces the status of autoprinting.

4. There are two choices:

- If autoprinting is turned on, press .

FAX Attendant announces that autoprinting is off and returns to the Fax Activity Menu.

- If autoprinting is turned off, press , , to return to the Fax Activity Menu.

When you turn off autoprinting and hold your incoming fax messages, make sure you frequently retrieve the held messages. Otherwise, your fax mailbox may fill up. When this occurs, FAX Attendant no longer holds incoming fax messages in your personal fax mailbox and automatically sends them to the system's general mailbox (if the general mailbox feature is enabled on your system). Continue to empty your mailbox until room is available.



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## Using Outcalling

# 4

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The outcalling feature enables FAX Attendant to call you every time you receive a fax message. If your system is running FAX Attendant with AUDIX Voice Power, you must switch from the Fax Activity Menu to the Voice Mail Activity Menu to use outcalling. To use outcalling:

1. Dial FAX Attendant and log in.

**Note:** If your system is running AUDIX Voice Power, you can select  from the AUDIX Voice Power Activity Menu to administer outcalling information without first accessing the FAX Attendant Activity Menu.

2. If your system is running FAX Attendant with AUDIX Voice Power and you are listening to the FAX Attendant Activity Menu, press , *Go to Voice Mail*.
3. At the Voice Mail Activity Menu, press  to change outcalling information.

You are presented with the following submenu:

- Change outcalling number**
- Listen to instructions for outcalling**
- Turn on outcalling**
- Turn off outcalling**
- and  **Return to the Activity Menu**

Select one of the above options and proceed as described next.

## **Changing the Outcalling Number**

To change the outcalling number, follow these steps:

1. Select option  from the submenu.
2. Enter the outcalling number followed by .

When you enter a new outcalling number, FAX Attendant repeats the number back to you. If the number is not what you intended, start over by pressing .

The following limitations apply to outcalling numbers:

- If the outcalling number is outside the telephone system, it should include the access code for an outside line. For some telephone systems, such as the AT&T MERLIN LEGEND™ Communications System, you need to include a pause after the access code.
- The maximum number of digits for outcalling numbers is administered by your System Manager.
- An outcalling number can consist of the digits  through  and the character . The  represents a pause of 4 seconds.
- If you need an outside line access code of  or , either can be used as the *first* character. In any other position,  causes a 4-second pause and  indicates the end of the number.

**Example 1:** Dial a telephone switch extension number 2345.

Enter:

**Example 2:** Dial an outside line, pause, and dial 123-4567.

Enter:

- If the outcalling number is to a pager that requires a  as the final digit, use   at the *beginning* of the number. Some pagers may require more than a 4-second pause.

You should experiment with the length of time needed to pause between the pager number and the entry of the pager identifying digits.

**Example 3:** Dial an outside line, 123-4567, pause (waiting for answer) 4 seconds, and page 890.

Enter:

## Listening to Outcalling Instructions

To listen to the instructions for outcalling, select option  from the submenu.

## **Turning On Outcalling**

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To turn on outcalling, follow these steps:

1. Select option  from the submenu.
2. Select one of the following:
  - Press  for outcalling to be active only during the hours selected by the System Manager.
  - Press  for outcalling to be active 24 hours a day.

## **Turning Off Outcalling**

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To turn off outcalling, select option  from the submenu.

## **Listening to Messages When Called**

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When FAX Attendant notifies you of a received message, you must either log in when prompted and listen to the message, or acknowledge by pressing  . Otherwise, FAX Attendant may call you repeatedly to notify you of a received message. The number of times FAX Attendant calls you is set by the System Manager.

## **Outcalling Suggestions**

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To use outcalling more effectively:

- Turn off outcalling if you already receive a Leave Word Calling message and a voice mail message for each fax message you receive. In this case, only turn on outcalling when you are going to be away from your phone and want to be contacted when you receive fax messages. When using outcalling in this situation, remember to change the outcalling number from your voice extension to the telephone number of your new location.
- Ask your System Manager for the following information:
  - ▶ *Initial delay*: how long the system will wait after receiving a message before calling you.
  - ▶ *Retry interval*: how long the system will wait between attempts to reach you.
  - ▶ *Maximum number of attempts*: how many times the system will attempt to reach you.
  - ▶ *System administered hours*: the hours when outcalling is active if you do not request 24-hour service.
  - ▶ *Outcalling number*: maximum number of digits that can be used in an outcalling number.

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## Getting Your Held Fax Messages

# 5

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If you turn off the autoprint feature, FAX Attendant holds all fax messages sent to you by callers inside or outside your system. When a new fax message arrives, FAX Attendant notifies you by turning on your telephone's Message Waiting Light (if it is equipped with one) and by calling you (if outcalling is activated).

Each fax message consists of a header and a body. The header tells when the message arrived and, if it's from another FAX Attendant subscriber, who it's from. The body is the actual message left by the caller. If you have FAX Attendant hold your messages, you can retrieve them from any location inside or outside your office.

### Retrieving Held Fax Messages from Your Office

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If you want privacy for your incoming fax messages, FAX Attendant can hold all your incoming faxes and print them at your convenience. To have FAX Attendant hold your fax messages, you must first turn off autoprinting. When an incoming fax arrives, FAX Attendant stores it in your mailbox and turns on your Message Waiting Light. If your System Manager implements the outcalling feature, FAX Attendant also calls you every time you receive a new fax message.

To retrieve a held fax in your office, first select an action for each held message (mark for delivery, delete, skip, or replay). Then, if you choose to print the message, direct it to the printer or fax machine, as follows:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press  , *Get Fax Messages*.

FAX Attendant announces the header of the first fax message, then prompts you to select one of the following actions:

- To mark the current fax message for delivery, press .
- To delete the current fax message, press  .
- To skip to the next fax message, press .
- To replay the fax message header, press  .
- To back up to the previous fax message header, press   .
- To return to the Fax Activity Menu, press  .

3. Press  to mark the current fax message for delivery.

If you have another held fax message, FAX Attendant presents that message header and prompts you to select either mark for delivery, delete, skip, or replay for it. This continues until the headers of all the held fax messages have been presented.

**Note:** If you mark more than one fax message for delivery now, when you choose a delivery option in the next step, all the marked messages will be printed at the same destination. If you want to print the fax messages at different destinations, mark for delivery and select a delivery option for each message separately.

4. Once FAX Attendant notifies you there are no more messages, it prompts you to perform one of the following actions:

- To deliver a fax message to the default destination, press .
- To enter a fax number for delivery, press .
- If you're calling from a fax machine and would like to receive the fax message there, press .
- To cancel printing and return to the Fax Activity Menu, press  .

In general, when retrieving held fax messages from your office, press  to print the fax message(s) at the default destination.

FAX Attendant announces that the delivery is scheduled and returns to the Fax Activity Menu.

## Retrieving Held Fax Messages from Outside Your Office

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FAX Attendant enables you to retrieve your held fax messages when you are out of the office. To use this feature, you must turn off autoprinting so FAX Attendant will hold your incoming messages. If FAX Attendant does not hold your messages, you cannot retrieve them remotely. There are two ways to retrieve your held fax messages when you are out of the office: on a fax machine from which you are calling, or on a fax machine at a different number.

## Receiving a Held Fax Message(s) when Calling from a Fax Machine

---

If you are calling from a fax machine and want to receive your fax message(s) there, perform the following steps:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press , *Get Fax Messages*.

FAX Attendant announces the header of the first fax message, then prompts you to perform one of the following actions:

- To mark the current fax message for delivery, press .
  - To delete the current fax message, press  .
  - To skip to the next fax message, press .
  - To replay the fax message header, press  .
  - To back up to the previous fax message header, press   .
  - To return to the Fax Activity Menu, press  .
3. Press  to mark the current fax message for delivery.

FAX Attendant announces that the fax message is marked for delivery.

If you have another held fax message, FAX Attendant presents that message header and prompts you to either mark for delivery, delete, skip, or replay it. This continues until the headers of all the held fax messages have been presented. Once FAX Attendant notifies you that there are no more messages, it prompts you to perform one of the following actions:

- To send the fax message(s) to the default destination, press .
  - To enter a fax number where the message can be delivered, press .
  - If you are calling from a fax machine, press .
  - To cancel and return to the Fax Activity Menu, press  .
4. Press  to receive the fax message(s) on the fax machine you are calling from.

FAX Attendant prompts you to press Start on your fax machine.

5. Press Start on your fax machine and hang up the handset.

FAX Attendant transmits the fax message(s) to you.

### **Entering a Fax Number for Delivery**

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If you want to print your held fax message(s) on a fax machine at a different number, perform the following steps:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press  , , *Get Fax Messages*.

FAX Attendant announces the header of the first fax message, then prompts you to perform one of the following actions:

- To mark the current fax message for delivery, press .
  - To delete the current fax message, press  .
  - To skip to the next fax message, press .
  - To replay the fax message header, press  .
  - To back up to the previous fax message header, press   .
  - To return to the Fax Activity Menu, press  .
3. Press  to mark the current fax message for delivery.

FAX Attendant announces that the fax message is marked for delivery.

If you have another held fax message, FAX Attendant presents that message header and prompts you to either mark for delivery, delete, skip, or replay it. This continues until the headers of all the held fax messages have been presented. Once FAX Attendant notifies you that there are no more messages, it prompts you to perform one of the following actions:

- To send the fax message(s) to the default destination, press .
- To send the fax message(s) to a fax machine at a different number, press .
- To send the fax message(s) to the fax machine you are calling from, press .
- To cancel and return to the Fax Activity Menu, press  .

4. Press  to enter a fax number where the message can be delivered.

FAX Attendant prompts you to enter the number for the fax machine that will receive your held fax message(s). If you are entering a long distance number, it is not necessary to include an access code or a "1" before the area code. If you are entering an international number, however, you must include "011" at the beginning of the number.

5. Enter the number of the fax machine followed by .

FAX Attendant repeats the fax number, asks you to confirm it, and returns to the Fax Activity Menu. The fax is queued for delivery.



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## Sending Fax Messages

# 6

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FAX Attendant allows you to send a single fax message to one person, several people, or to a predefined list containing up to 250 people. FAX Attendant automatically notifies you of any failed attempts to transmit a fax message. In addition, you can receive reports confirming deliveries of all your fax messages by turning on the Delivery Report setting, as described later in this section.

**Note:** You must be calling from a fax machine to send a fax message.

### Guideline for Entering Fax Numbers

Generally, it is not necessary to include an outside access code, such as "9", as part of a number, or "1" before the area code for long distance numbers. However, if you are faxing to an international number, you must include "011" at the beginning of the number. Check with your System Manager.

## **Sending a Fax Message to One or More Individuals**

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You can send a single fax message to one or more people by entering each person's extension number or name. Keep the following considerations in mind when addressing fax messages by name:

- Only other Fax Attendant users can be addressed by name.
- When dialing a name, use  (PQRS) to represent "Q" and use  (WXYZ) to represent "Z." You need not dial the complete name, but you must dial at least one letter.
- If more than one name is found that matches the letters you have dialed, FAX Attendant recites the names found and asks you to press a button from  to  to select the appropriate name. If more than five names are found, FAX Attendant requests that you press  to get additional names after each group of five. When you select a name, FAX Attendant addresses the message.

To send a fax message to one or more individuals:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press , , *Send a Fax Message*.

FAX Attendant prompts you to enter the recipient's voice extension or name, or fax number.

If you are asked to enter an extension, but you want to address the message by name, press   to change to name addressing mode.

Press

again to change back to extension addressing mode.

3. Enter the recipient's voice extension or name (if the recipient is a subscriber), or fax number followed by .

FAX Attendant repeats the recipient's name (if that person is a subscriber with a recorded name), voice extension, or fax machine number.

**Note:** When sending a fax to another subscriber's FAX Attendant mailbox, you can address the fax to the subscriber's name, voice telephone extension, or personal fax number. You will know if the person to whom you are faxing is a subscriber by the response given by the FAX Attendant after entering the name or extension, as described next:

- If the recipient **IS** a FAX Attendant subscriber, FAX Attendant repeats the recipient's name. If the recipient has not administered his or her name on the system, the FAX Attendant repeats, "Extension XXXX."
- If the recipient **IS NOT** a Fax Attendant subscriber, FAX Attendant repeats, "*Fax machine* extension XXXX." This is to inform you that faxes sent to this number will not be received into a personal mailbox on the FAX Attendant system.

4. Listen to the recipient's name or extension number, or fax number. (The name will be used if available; otherwise the extension number will be used.) If the name or number is not what you intended, press   to delete the entry.
5. Repeat steps 3 and 4 for each additional recipient.
6. After entering the last recipient's fax extension, name, or fax number, press  .

FAX Attendant prompts you to select either immediate delivery or economy delivery.

7. Select a delivery option:
  - If you want immediate delivery, press   . .
  - If you want economy delivery, press    . .

FAX Attendant prompts you to press Start on your fax machine.

**Note:** It is recommended that you use economy delivery when sending faxes to more than 20 external locations to take advantage of lower transmission costs, and to avoid monopolizing the FAX Attendant system during peak usage hours.

8. Insert your fax into the fax machine, press Start, and hang up the handset.

FAX Attendant receives the fax and sends it to the specified destination at the time you requested.

## **Sending a Fax Message to a Fax Distribution List**

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FAX Attendant enables you to send a fax message to a group of people without having to enter each recipient's fax extension or name. Instead of entering the individual fax extensions or names, you just enter a list identifier. This list may be one that you created, or it may be a list created by another subscriber. If you plan to use another subscriber's list, you must know that person's extension and the list identifier. You can mix extensions, names, and lists on the same fax message.

**Note:** Fax distribution lists are different from any voice mail lists you may have and cannot be used interchangeably.

To create a fax distribution list, consult the section in Chapter 8 titled, "Creating Fax Distribution Lists." To review another subscriber's list, consult the section in Chapter 8 titled, "Reviewing and Modifying Fax Distribution Lists."

To send a fax message to a fax distribution list:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press  , *Send a Fax Message*.

FAX Attendant prompts you to enter the recipient's extension or fax number.

3. Press   to notify FAX Attendant that you want to send this fax message to a fax distribution list rather than to a single extension.

FAX Attendant prompts you to enter the extension of the list owner.

4. Enter the extension or name of the list owner followed by  . . If you are the list owner, press  . .

**Note:** You may specify the list owner by extension or by name. Press   to change addressing modes.

FAX Attendant announces the name or voice extension of the list owner. (The name will be used if available, otherwise the voice extension will be repeated.)

5. Enter the list identifier followed by  .

FAX Attendant repeats the list identifier and announces the number of entries in the list. FAX Attendant then prompts you to enter any additional numbers that are not on the list. If the list is not found, FAX Attendant will return you to step 3.

6. If you want to send the fax to additional lists, repeat steps 3 through 5.

**Note:** To review your list, use the commands given in the next section before proceeding.

7. After entering the last list, press   to signal the end of addressing.

FAX Attendant prompts you to select either immediate delivery or economy delivery.

8. Select a delivery option:

- If you want immediate delivery, press   . .
- If you want economy delivery, press    . .

FAX Attendant prompts you to press Start on your fax machine.

**Note:** It is recommended that you use economy delivery when sending faxes to more than 20 external locations to take advantage of lower transmission costs, and to avoid monopolizing the FAX Attendant system during peak usage hours.

9. Insert your fax into the fax machine, press Start, and hang up the handset.

FAX Attendant receives the fax and sends it to the specified destination at the time you requested.

### Reviewing the List of Recipients

Before sending your fax message, you can review the list of recipients. To review the list of recipients, use the following commands before pressing   to approve the list:

- To begin reviewing, press  .
- To skip ahead to the next entry, press .
- To rewind and replay the current entry, press  .
- To add a new extension or list, press .
- To delete the current entry, press  .
- To end reviewing, press  .

## Turning the Delivery Report Setting On or Off

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You can set FAX Attendant to send you a delivery report every time you send a fax message by turning on the delivery report setting. The delivery report is a fax message that states whether the fax was successfully delivered, the time the fax was submitted, and the time the fax was successfully delivered (if it was successfully delivered). This report also provides a reduced copy of the first page of the fax to remind you what was sent. If you send a fax message to more than one recipient, FAX Attendant consolidates the delivery information for all recipients on a single report.

Like any other incoming fax message, the delivery report can be held or autoprinted. Even if you turn off the delivery report setting, FAX Attendant will send you a delivery report if it was unable to transmit your fax message.

To turn the delivery report setting on and receive reports of all fax transmissions, or turn it off and receive reports of only failed fax transmission attempts, follow these steps:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press  , *Administer Your Name, Fax Call Answer Greeting, Autoprint Setting, or Delivery Report Setting.*
3. At the submenu, press  , , *Administer Your Delivery Report Setting.*

FAX Attendant announces whether the delivery report setting is on or off.

4. You have two choices:
  - If you want to change the delivery report setting, press  . .  
FAX Attendant announces the status of the delivery report setting and then returns to the Fax Activity Menu.
  - If you don't want to change the delivery report setting, press   to return to the Fax Activity Menu.

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## Recording Your Name

# 7

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By recording your name, other FAX Attendant subscribers who address fax messages to your extension hear your name as confirmation rather than just your extension number. Outside callers sending fax messages to you also hear your name as confirmation that they have the right person on those occasions when you do not have a special greeting activated.

To record your name:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press  , , *Administer Your Name, Fax Call Answer Greeting, Autoprint Setting, or Delivery Report Setting.*
3. At the submenu, press  , , *Administer Your Name.*
4. Press  to begin recording.

FAX Attendant prompts you to speak your name at the tone.

5. Speak your name.

6. Press  to stop recording.

FAX Attendant prompts you to perform one of the following actions:

- To approve your recording, press  .
- To play back your recording, press  .
- To re-record your recording, press  .
- To delete your recording, press  .

7. Press   to listen to your recording.

8. Approve or change your name recording, as follows:

- If you are satisfied with your name recording, press   . .

FAX Attendant announces that you approved your recording and returns to the Fax Activity Menu.

- If you are not satisfied with your name recording, press   and return to step 5.

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## Using Fax Distribution Lists

# 8

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### Creating Fax Distribution Lists

FAX Attendant allows you to create and maintain fax distribution lists to use when addressing fax messages. The lists can contain internal voice extensions, internal fax extensions, and outside fax numbers.

Keep the following guidelines in mind when creating fax distribution lists:

- Use the letters on the buttons to spell something meaningful for the list identifier.
- Use existing lists as the basis for a new list, if appropriate.
- Generally, it is not necessary to include an outside access code, such as "9", as part of a number, or "1" before the area code for long distance numbers. However, if you are faxing to an international number, you must include "011" at the beginning of the number. Check with your System Manager.
- See your System Manager if you have a lengthy distribution list. The System Manager has the capability to create a fax distribution list quickly using the FAX Attendant keyboard and administration screens. Duplicate fax numbers will be eliminated by the system.
- Each recipient may be specified either by extension or by name. Press   to change addressing modes.

To create a fax distribution list:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press  , , *Change Your Password or Administer Your Fax Distribution Lists*.
3. At the submenu, press  , , *Create Lists*.

FAX Attendant prompts you to enter a list identifier. The list identifier can consist of up to six digits.

4. Enter the list identifier followed by  . .

FAX Attendant repeats the list identifier and prompts you to enter the extensions or names, and fax numbers.

5. Enter each extension, name, or outside fax number to be included in the list followed by  . .

**Note:** At any time, you can change between extension addressing mode and name addressing mode by pressing   .

FAX Attendant repeats each extension, name, or outside fax number entered.

**Note:** If you enter a personal fax number, FAX Attendant converts it to the subscriber's voice extension, and repeats the recipient's name (if recorded) or voice extension.

To copy a list, follow these steps:

- a. Add the contents of an existing list to the new list by pressing   .
- b. Enter the list owner's extension or name followed by  and the list identifier followed by  . .

The contents of the old list are added to the new list with any duplicates eliminated.

6. After entering all the extensions, names, and outside fax numbers, press   to signal the end of the list.
7. Repeat steps 4 through 6 if you want to create additional lists.

At any time during the creation of the list, you may use the list editing commands discussed in the section titled, " Reviewing and Modifying Fax Distribution Lists".

8. When you are finished, press   to return to the Fax Activity Menu.

## Scanning Fax Distribution Lists

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FAX Attendant allows you to scan your own fax distribution lists. During scanning, FAX Attendant announces the identifier and number of entries in each list.

To scan your fax distribution lists:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press , , *Change Your Password or Administer Your Fax Distribution Lists*.
3. At the submenu, press , , *Scan Lists*.

FAX Attendant announces the identifier of the first list and the number of entries it contains.

4. Perform one of the following actions:
  - To skip to the next list, press .
  - To delete the current list, press  .
  - To rewind and replay the current list, press  .
  - To end the scanning process and return to the Fax Activity Menu, press  .

## Reviewing and Modifying Fax Distribution Lists

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FAX Attendant allows you to review fax distribution lists and modify your own fax distribution lists.

To review a fax distribution list:

1. Dial FAX Attendant and log in.
2. At the Fax Activity Menu, press , , *Change Your Password or Administer Your Fax Distribution Lists*.
3. At the submenu, press , , *Review and Modify Lists*.
4. Enter the extension number or name of the list owner followed by  . .

**Note:** At any time, you can change between extension addressing mode and name addressing mode by pressing   .

If you are the list owner, press  only, regardless of the addressing mode.

FAX Attendant prompts you to enter the list identifier.

5. Enter the list identifier followed by  . .

FAX Attendant announces the number of entries in the list and the first name (or fax number) on the list. If the list is not found, FAX Attendant asks you to re-enter the list owner's extension followed by  .

6. At any time you may want to perform the following actions:
  - To skip to the next entry, press  .
  - To delete the current entry (if you own the list), press   .
  - To add an entry to the list (if you own the list), press  . . You will then be prompted to add a new extension or name.
  - To rewind and replay the current entry, press   .
  - To back up to the previous entry, press   .
  - To start over at the beginning of the list, press   .
  - To end the review process, press   .

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## Using Group Fax Numbers

# 9

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A group fax number is a fax telephone number that is assigned to a group of FAX Attendant subscribers. This number allows you to use inbound fax features, such as receiving fax messages confidentially or from a remote location.

If you are using a group fax number, and are providing this number to prospective callers, be sure to tell callers they will need to enter your voice extension after dialing the group fax number. Additionally, callers should manually dial the call rather than use an autodialing feature. With autodialing, your voice extension is not entered, and your fax messages are sent to the default destination.



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## Glossary

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<b>AUDIX Voice Power</b>	A powerful voice messaging system that can be employed in conjunction with FAX Attendant. Some of the details of FAX Attendant procedures will differ depending on whether AUDIX Voice Power is "co-resident" with FAX Attendant at your site.
<b>Autoprinting</b>	Feature that allows automatic printing of all incoming fax messages. Messages are printed at the default destination. If the autoprinting feature is turned off, Fax Attendant holds incoming fax messages in your fax mailbox until you request they be printed.
<b>Broadcast messages</b>	Feature that allows you to send the same fax message to different destinations without sending each transmission individually. Your broadcast message can be sent to as many as 1000 fax machines. When broadcast messages are sent to a predefined <i>fax distribution list</i> , then the extension or name of each recipient does not have to be entered.
<b>Delivery report</b>	Option that designates whether FAX Attendant should send you a fax report <i>every time</i> you send a successful fax. The delivery report notes the time at which your transmission request was submitted, whether the fax was successfully delivered, and the time at which it was delivered. The report also provides a reduced copy of the first page of the fax as a record of what was sent. If a fax message is sent to more than one recipient, delivery information is consolidated on one report. Note that FAX Attendant always sends a delivery report for any failed transmission.

<b>Default Destination</b>	The default destination is a device to which the FAX Attendant system directs incoming fax messages. This destination can be the fax machine in your office, any fax machine that has its own telephone number, or the laser printer (if present) attached to the FAX Attendant system.
<b>Economy transmission</b>	Option that allows you to instruct FAX Attendant to hold your outgoing fax message and send it when telephones rates are lower.
<b>Fax distribution list</b>	A group of recipients who should all receive the same fax messages. When sending a <i>broadcast message</i> , enter the identifier associated with a predefined fax distribution list to request FAX Attendant to send the message to everyone on this list. Each list may include as many as 250 recipients. The list may be one that you created or one created by another subscriber.
<b>Group fax number</b>	A fax telephone number that is assigned to a group of FAX Attendant subscribers, allowing them to use inbound fax features such as receiving confidential fax messages and retrieving messages from a remote location. Users of a group fax number do not have personal fax numbers. The subscriber should instruct potential callers to enter the called party's voice extension if a group fax number is used.
<b>Leave Word Calling</b>	FAX Attendant can leave a Leave Word Calling Message in your AUDIX voice mailbox to notify you when a fax has been received. If you are using this option and have outcalling turned on, make sure your outcalling number is different from your voice extension to avoid receiving double notification of faxes.
<b>Name addressing</b>	Feature that allows you to address a fax message to another subscriber by name instead of by extension number. At any time, you can change between extension mode and name mode by pressing <input type="button" value="*"/> <input type="button" value="A"/> .
<b>Non-switch-integrated mode</b>	A configuration in which FAX Attendant and your site's telephone switch (i.e., PBX) do not automatically exchange information about the caller or the called party. As a result, a caller who wants to send a fax to you will always be asked by FAX Attendant to enter your personal telephone extension. Likewise, you always will have to enter your extension when logging in to FAX Attendant. Contrast with <i>switch-integrated mode</i> .

<b>Outcalling</b>	Feature that allows you to request FAX Attendant to call you at a designated telephone number each time you receive a fax message. You may instruct FAX Attendant to call you 24 hours a day or only during the group timespan designated by your System Manager.
<b>Personal fax number</b>	A fax telephone number that is uniquely assigned to you. As a FAX Attendant subscriber, you do <b>not</b> need to have a personal fax machine to use this feature. Personal fax numbers are fully supported only when FAX Attendant is operating in an <i>integrated mode</i> .
<b>Switch-Integrated mode</b>	A configuration in which FAX Attendant and your site's telephone switch (i.e., PBX) automatically exchange information about the caller and the called party. Only this mode allows <i>personal fax numbers</i> to be supported by FAX Attendant. Contrast with <i>non-switch-integrated mode</i> .

