



## Overview

DV2000 supports inbound fax mail as well as outbound Fax on Demand (FOD) applications.

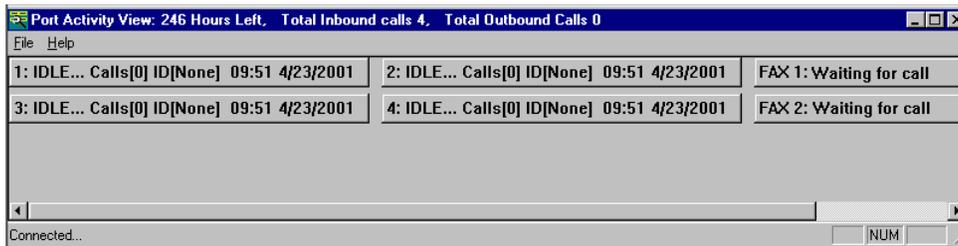
**Inbound Fax Mail** - DV2000 voice ports answer fax calls. Once the fax message destination is determined, DV2000 transfers the call to an available fax port where the fax is received. DV2000 can be programmed to keep the document as a fax in a mailbox for future delivery to a fax machine and/or to convert the fax to a .tif file that can be attached to an e-mail message and sent to the subscriber. The system may be programmed to discard the fax version of the document once it has been converted to an e-mail message.

**Outbound Fax on Demand** – DV2000 can be made to send faxes to outside callers. The caller listens to a greeting in one of the Fax on Demand (FOD) mailboxes, enters the document number via touch-tone, and when prompted, enters the destination fax number via touchtone as well.

**Fax Server** – Fax Server software is available as an option. Please refer to the FaxBack reference sheet for details on this product.

## Configure Fax Boards.

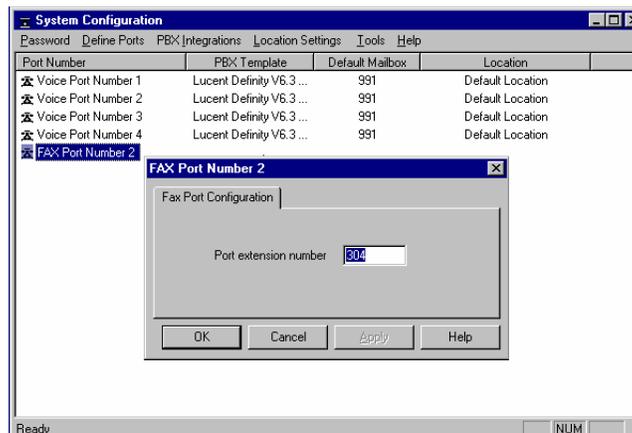
DV2000 Standard and Enhanced models include one port of fax. This can be expanded to an optional second port. The DV2000 VS model does not include any fax ports but will support up to two optional fax ports depending on voice port configuration. New systems that have fax port(s) included, (as a standard feature or as an added item) will have the port(s) installed and configured by DuVoice. The Port Activity Viewer screen for a system with two fax ports installed will look like this:



**Note-** Fax port numbers correspond with the DV2000 com port used by that fax port

**Note-** Should your system be equipped with fax boards, yet they are not shown on the Port Activity Viewer, follow these steps: 1) Close the port activity viewer. 2) Reboot the system. When the system is back up, the Port Activity Viewer will be synchronized and you should see your fax ports displayed on the viewer from then on.

**Enter Fax Extension Number(s)** For the voice mail system to correctly transfer calls to the fax board, you must first enter the extension number(s) of the fax board(s) into the system. This is done in system configuration. Open System Configuration and double click on the fax port to edit it. Enter the telephone system extension number for that fax port.





## The Fax Mail application

There are a number of considerations in creating a fax mail application. These include: Do recipients have access to e-mail? Do recipients wish to re-direct faxes to other fax machines? Does your phone system support DID numbers? The following section details some applications that take these considerations into account.

**Centralized Fax Station:** In this application all faxes are sent to a single fax mailbox in much the same way fax calls are routed to a single fax machine. Typically, one or more people are responsible for monitoring this box. When faxes arrive in the box, the person monitoring the box will look at the .tiff of the cover page forward the fax to the mailbox of it's intended recipient. The recipient can then send the fax to a convenient fax machine or view the .tiff attachment to an e-mail message forwarded to his or her e-mail account.

**Fax Route:** In this application, callers sending a fax dial the main automated attendant number and enter a single digit action or mailbox number for the desired subscriber's fax mailbox. A copy of that fax is forwarded to the recipient's e-mail address as a .tif attachment and/or to the recipient's mailbox as a fax. The subscriber can then send the fax to a convenient fax machine or view it as a .tiff attachment to an e-mail message.

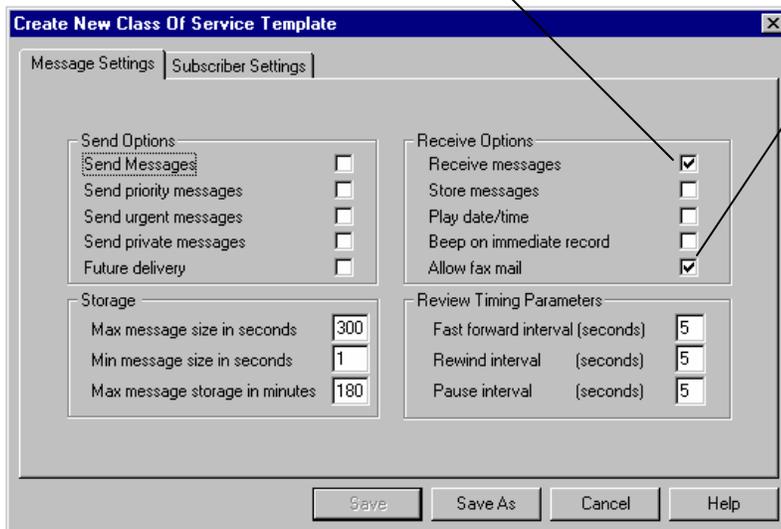
**DID Fax:** This is the preferred method for receiving fax messages. In a switch environment where Direct Inward Dialing (DID) is supported, a DID number is assigned to each subscriber's fax mailbox. Callers are directed to send faxes directly to the DID number. The message is taken in the fax mailbox corresponding with that DID number. A copy of that fax is forwarded to the e-mail address of the recipient as a .tif attachment and/or to the mailbox as a fax. Most subscribers elect to receive the e-mail attachments only and dispense with receiving the fax itself.

**Note:** Due to the possibility of talk-off (wherein human voice is mistaken for CNG or fax tone), we strongly recommend that fax messages not be taken in mailboxes that also record spoken messages.

## Programming Steps

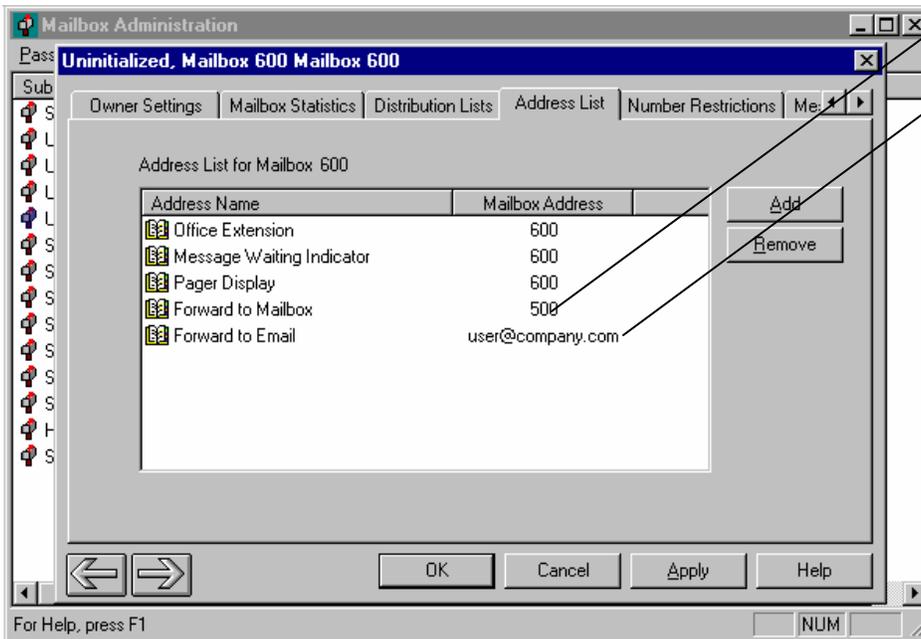
A fax mailbox is created and adapted to the applications listed above using Class of Service, Address List, Message Delivery and Single Digit Action features found in Mailbox Administration.

**Class of Service** Create a Custom Class of Service or create a Fax COS Template for fax applications. At a minimum, this COS should include the ability to receive messages and the ability to receive fax mail.

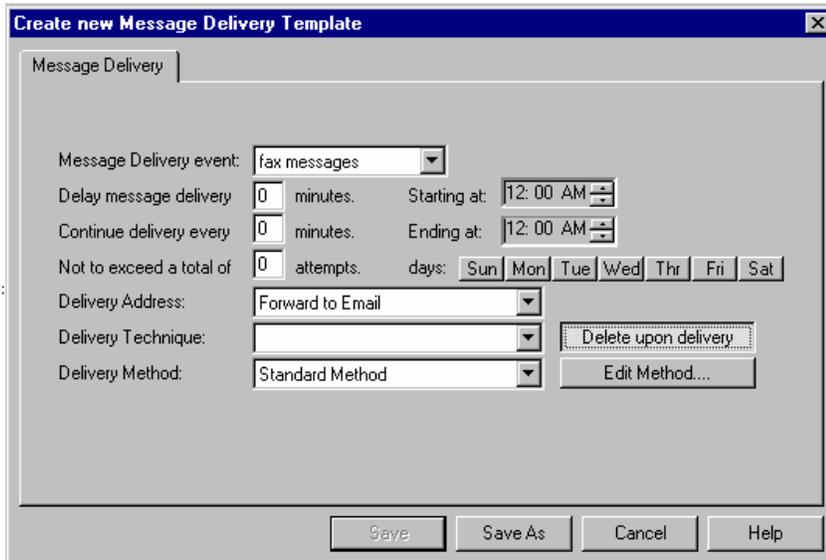


## Manual Updates - FAX

**Address List** Depending on the Delivery options to be used, be sure to enter the appropriate information in the Address List. For example, if fax messages are to be delivered to an e-mail address, be sure that the Forward to Email address is included. If faxes are to be delivered to a mailbox, be sure to include the forward to mailbox number.



**Message Delivery** Depending on the Application, faxes may be delivered to other mailboxes or e-mail addresses. Use existing Message Delivery Templates, create a Custom Message Delivery template, or create Message Delivery Templates specifically for your application. At a minimum, the Message Delivery event must be **fax messages** or **all messages**. Unless the fax is to be retrieved from this particular mailbox, the **Delete upon delivery** feature is activated. For example, a Message Delivery Template for 24-hour delivery of faxes to an e-mail address might look like this:





## Manual Updates - FAX

**Single Digit Action** Create a custom Single Digit Action (SDA), or create a special Fax SDA Template. At a minimum, the SDA template used in mailboxes dedicated to receiving faxes should have Fax as the functions under NI and FaxFreq.

**FAX**

Single Digit Mailbox Action Codes

FAX

Single Digit Actions

1		6		A	Disconnect
2		7		B	Disconnect
3		8		C	Disconnect
4		9	Disconnect	D	Disconnect
5		0	Attendant	NI	Fax
*		#		Fax Freq	Fax

Seconds to wait for input:  Restrict to single digit entry:

Save Save As Cancel Help



## Outbound – Fax on Demand

DV2000 provides FOD applications. Fax documents are stored in files in the FOD folder in FOD mailboxes. The file name of the fax document equals the input the caller makes to retrieve that fax. (I.E. press 6 during the FOD mailbox greeting to retrieve the document named 6.fax in that mailboxes FOD folder) Callers can be routed to the fax mailbox(s) where they are prompted to enter a fax document number, and then prompted to enter the telephone number of the fax machine to which they would like the document to be sent.

**Note:** The [FOD RNA Greet Override](#) February 7, 2002 hot fix to service pack 4 must be loaded on your DV2000 in order to function as described in this technical note. DV2000 systems shipped after February 15, 2002 already contain this hot fix. All hot fixes are available at [www.duvoice.com](http://www.duvoice.com) Be sure to read all of the notes that accompany any hot fix. If in doubt as to how to load this or any hot fix, please contact DuVoice Technical Support at 425-889-9790

## Programming Steps

There are three four steps to creating a FOD application on DV2000.

- 1) **Configure the Fax Board**
- 2) **Create the FOD mailbox.**
- 3) **Fax or copy the fax documents into the DV2000 to be listed on the Fax Mailbox**

### Configure the Fax Board

See page one of this document

### Create the FOD Mailbox(s)

Systems shipped after February 15, 2002 will have a FOD Template Mailbox number 9001 available from which to copy other FOD mailboxes. You can create as many FOD mailboxes as you like. For systems shipped before February 15, 2002, create your FOD Mailboxes configured as follows:

- **Class of Service:** **Audiotext**
- **Call Routing Plan:** **Create a new Template** as shown below

**Fax On Demand**

Call Routing

Call Routing Properties

Starting at: 12:00 AM

Ending at: 12:00 AM days: Sun Mon Tue Wed Thr Fri Sat

Routing Address: Office Extension

Routing Technique: Fax On Demand

Routing Method: Standard Method Edit Method...

Routing Complete/Chain: Launch IVR application Fax On Demand

Optional Completion Properties

Ring No Answer: Ring no answer processing

Busy: Busy/Queuing processing

No Plan Active: Play blocking greeting and goto vo

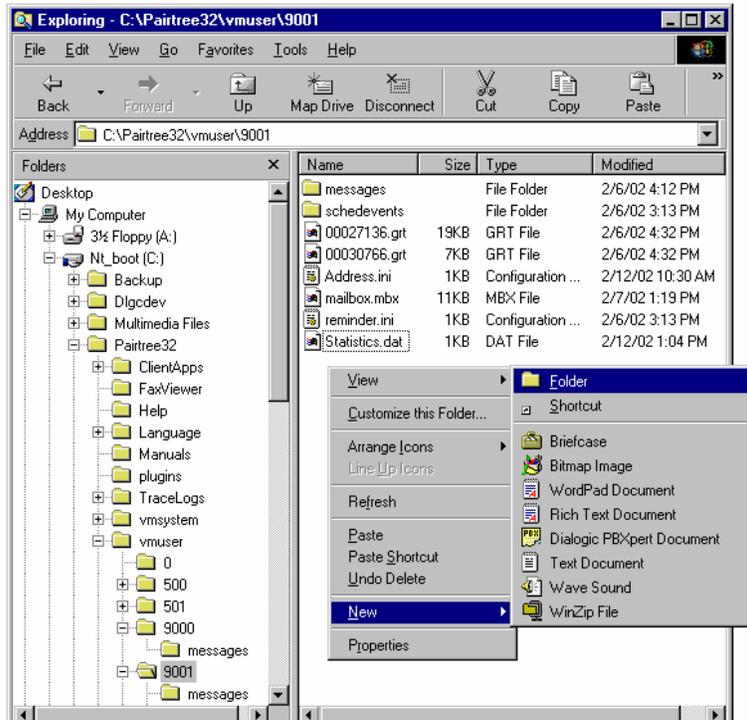
Telephone Network Problems: Ring no answer processing

Save Save As Cancel Help

**Create the FOD folder**

A folder called FOD must be created within the mailbox folder for the FOD mailbox. This is the folder where FOD documents are stored. The folder is located within:

**c:\pairtree32\vmuser/[mailbox number]**



**Record Greetings** Once your FOD mailbox(es) are created, go through the new user tutorial for each FOD mailbox and record the mailbox name and extension greeting as well as the RNA/Blocking greeting. This RNA/Blocking greeting is the prompt that will tell the caller what fax documents are available in that FOD mailbox. (E.G. "For directions to our office, press 1, for a product list, press 2..." Remember that you only need to list the documents. System prompts will instruct the caller on how to enter the fax number.



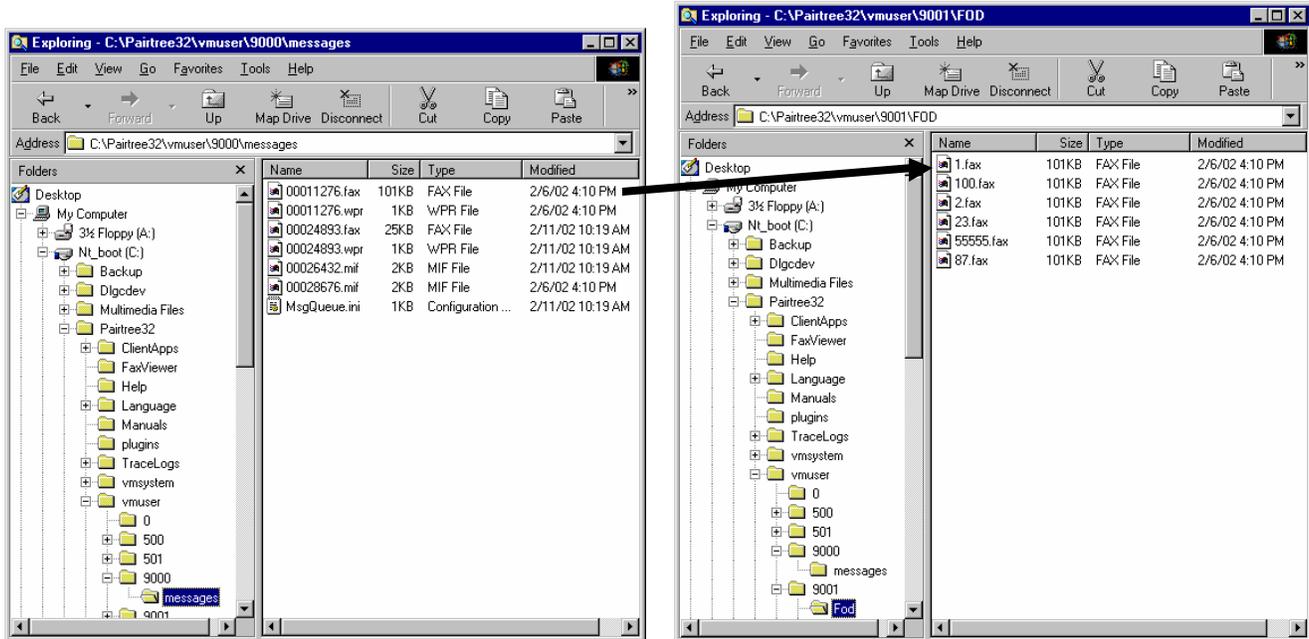
## Manual Updates - FAX

### Load Fax Documents

Copy fax documents into the FOD folder `c:\pairtree32\vmuser\[mailbox number]\FOD[document number]` on your FOD mailboxes. The files may be copied from a floppy disk, CD, another location on the LAN, or from another mailbox. A common way to load documents is to fax them into a fax mailbox and then copy them into the appropriate FOD mailbox.

- Copy the document into the FOD folder you created
- Re-name the document so that the name contains numbers only.

For example, a document faxed into mailbox 9000 could be copied into the FOD folder of FOD Mailbox 9001 as follows:



Callers to FOD mailbox 9001 who press 1 will now receive the document originally faxed into mailbox 9000.

As always, test your work.