



# Office-LinX Fax Guide

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## Office-LinX Fax Guide

This document provides a single source for information regarding the fax features of Esna Technologies' Office-LinX program. It includes excerpts from other guides concerning faxing on the UC System.

Please refer to the Client Applications Guide and the Server Configuration Guide for further information.

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## 1

# Outbound Fax Services



## Introduction

While most business interactions occur digitally, faxing still remains a required feature for many end users. This is especially true when it is necessary to send faxes due to technical limitations or the legalities involved. Rather than having to purchase a fax machine for such occurrences, UC users can conveniently send faxes right from their computer's desktop digitally through the Office-LinX server if it has the proper license and features enabled.

## Requirements

The fax may be sent out from your computer through these methods:

1. **Windows Fax Services:** The advantage of this method is being able to send virtually any item as a fax. As long as the software that you're currently using to view the document/image supports the print function, you will be able to send any content as a fax by printing it through the fax services which will be integrated with your Office-LinX server. However, this method requires a complex configuration process.

Refer to **Fax via Windows Fax Services (Windows 7) on page 2** or **Fax via Windows Fax Services (Windows XP) on page 8** to use this method.

2. **eMail Client:** The advantage of this method is being able to send a fax from anywhere you have access to an email client without having to configure anything. Whether it is a web-based or dedicated client, you will be able to send a fax through the Office-LinX server as long as you can send out an email. But unlike the first method, you will be limited to file types that are supported by the server when sending a fax (i.e. if the server does not recognize a certain type of file, the fax request will fail).

Refer to **Fax via email Client on page 13** to use this method.

3. **Fax Gadget:** This method is virtually identical to the email client method but is streamlined for use with Web Client interface which can be accessed directly or through client applications such as UC Web Gadget.

Refer to **Sending a Fax through Fax Gadget on page 15** to use this method.

# Fax via Windows Fax Services (Windows 7)

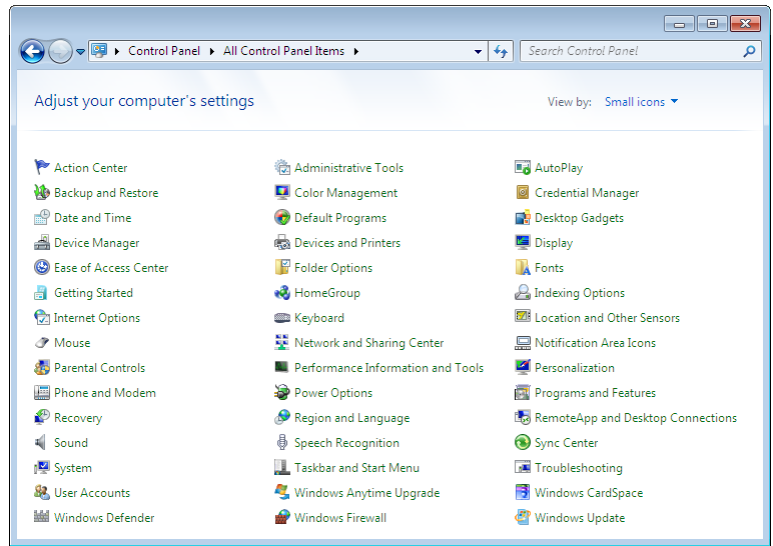
## Configuration

Please follow the below steps to configure your client machine with the Windows Fax services.

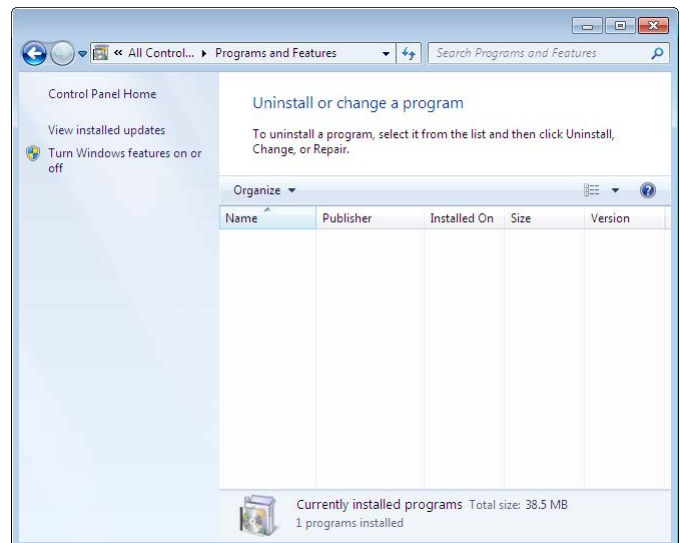
- Warning:** This configuration must take place **before** installing UC Client Manager. If UC Client Manager already exists on your desktop, remove the application, enable the fax services, then install the application again.

- Go to **Start>Control Panel>Programs and Features**.

**Note:** Change your viewing style to icons to view the list of applications instead of categories.



- Click on the **Turn Windows features on or off** link on the left pane.



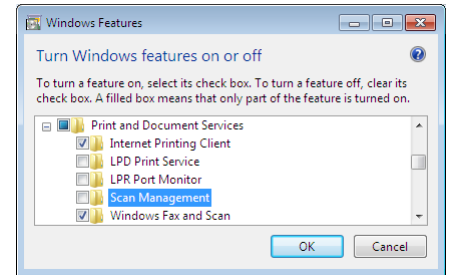
1

3. From the feature window, enable the following features.

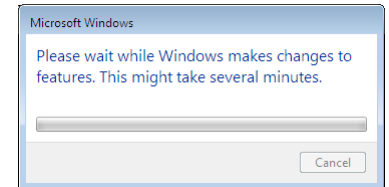
- Print and Document Services
  - Internet Printing Client
  - Windows Fax and Scan

Click **OK** when finished.

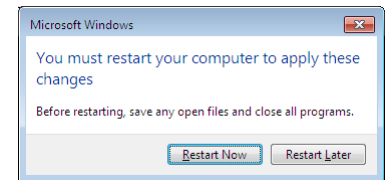
- Note:** If these services are already installed on your computer, please skip to step 6.



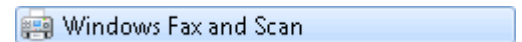
4. Windows will add all the selected components. This process may take a while.



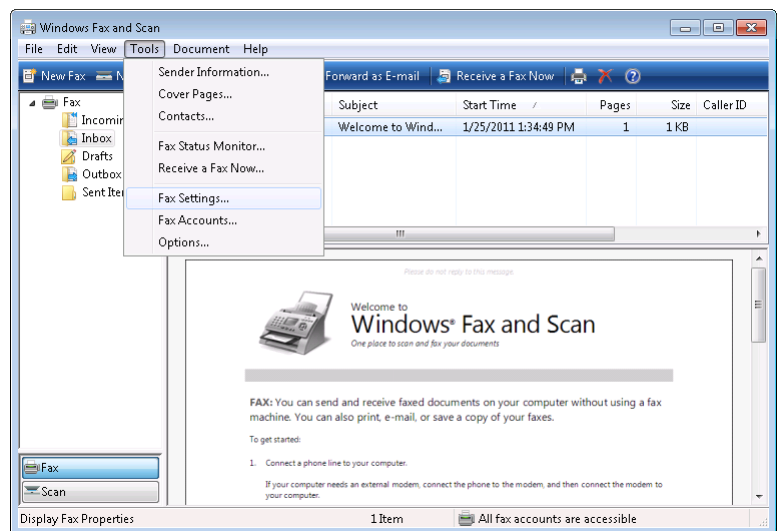
5. If you are asked to restart your computer, click **Restart Now** to reboot.  
6. Once the computer finishes rebooting, install UC Client Manager on your computer.



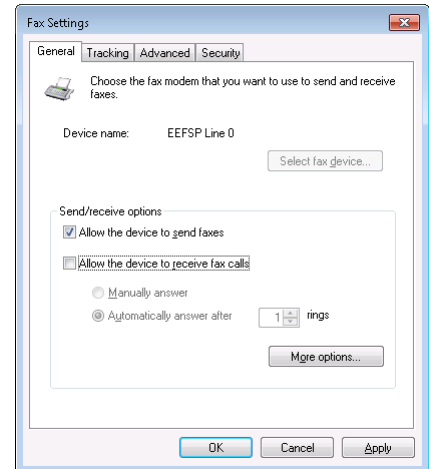
7. Once you are finished with the UC Client Manager installation, go to **Start>Programs>Windows Fax and Scan**.



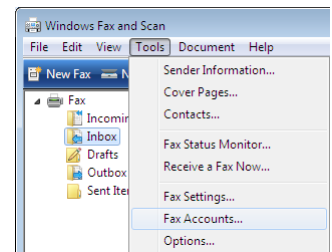
8. Open **Tools > Fax Settings**.



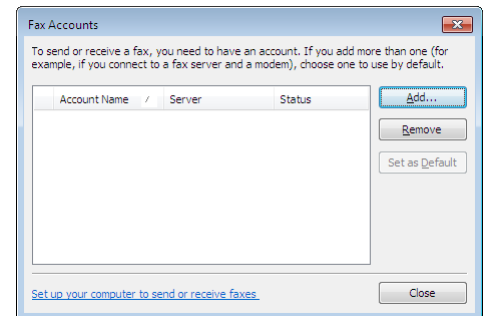
9. From the General tab, confirm that the Device name is **EEFSP** as shown here. If not, click on the **Select fax device** button and choose EEFSP from the list.
- You must also make sure that **Allow this device to send faxes** check box is **enabled**. **Allow the device to receive fax calls** should be **disabled** since you will be receiving your faxes through the UC server. You should only enable this check box if you have a specific reason to do so.
- Click **OK** to save your changes.



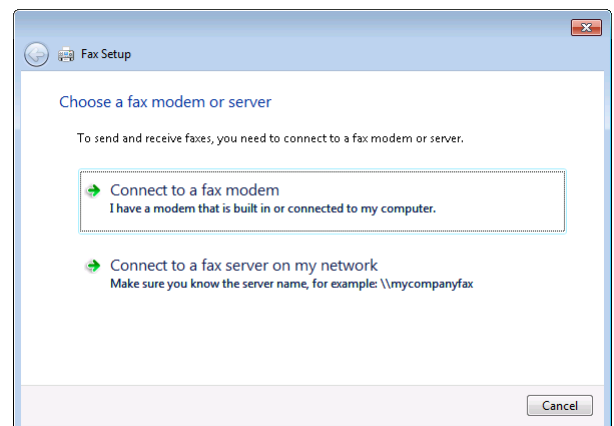
10. Open **Tools > Fax Accounts**.



11. Click on the **Add** button.

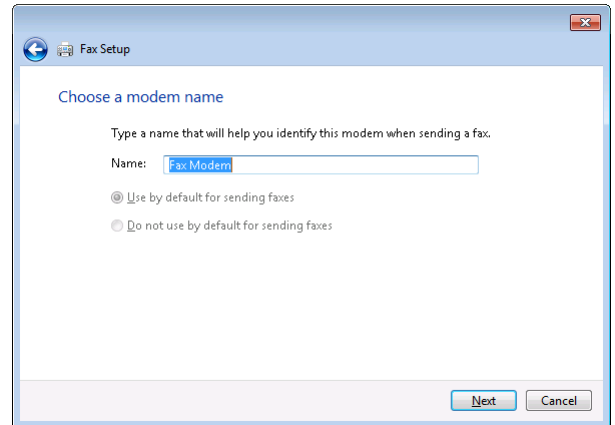


12. Select the **Connect to a fax modem** option.

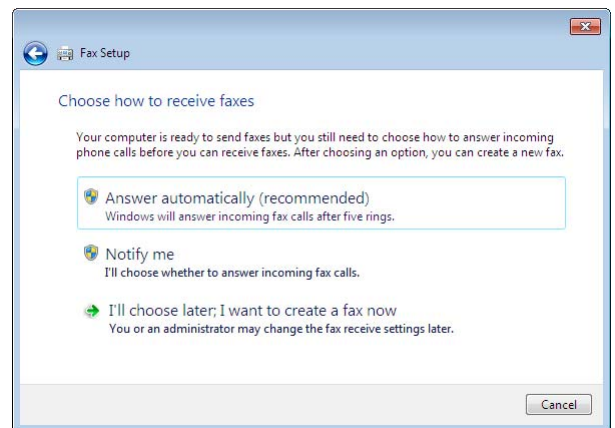


1

13. Define the name as necessary. You may leave it as the default value or rename it according to your preference. In most cases this item should be the only device configured on your computer. If not, please ensure that **Use by default for sending faxes** radio button is enabled before continuing. Click **Next** to continue.

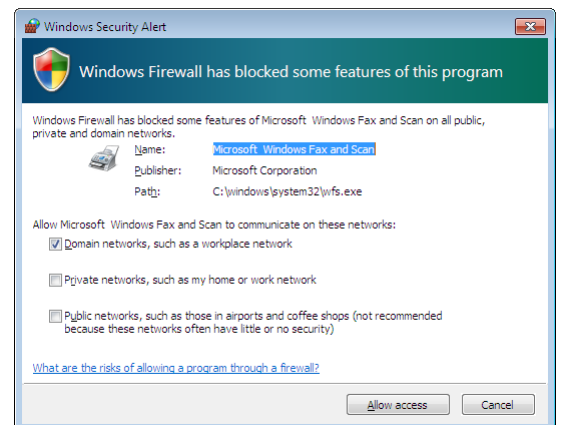


14. Choose **Answer automatically (recommended)** option.



15. If you are prompted regarding your Firewall, click on the **Allow access** button at the bottom of the window.  
16. Your computer is now ready to send fax messages.

**Note:** Keep in mind that **you must be logged into UC Client Manager** in order to send faxes.

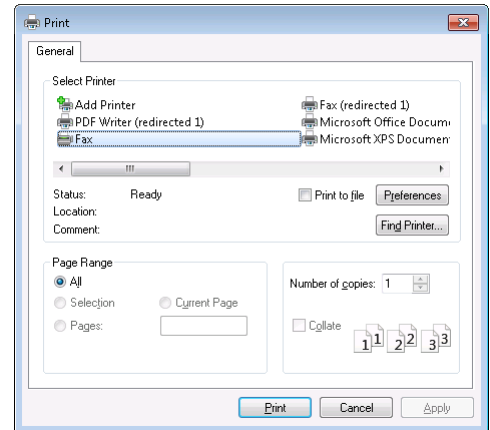


## Sending Fax from Application

Once your computer is configured for faxing, you will be able to send faxes from virtually any application which can print using the default Windows print tool. To send a fax, select **Print** from the application (e.g. Microsoft Office Word, Adobe Acrobat). The Windows **Print Window** will appear.

Select **Fax** as your printer then click **Print**.

- Note:** You must be logged into UC Client Manager in order to send fax messages.

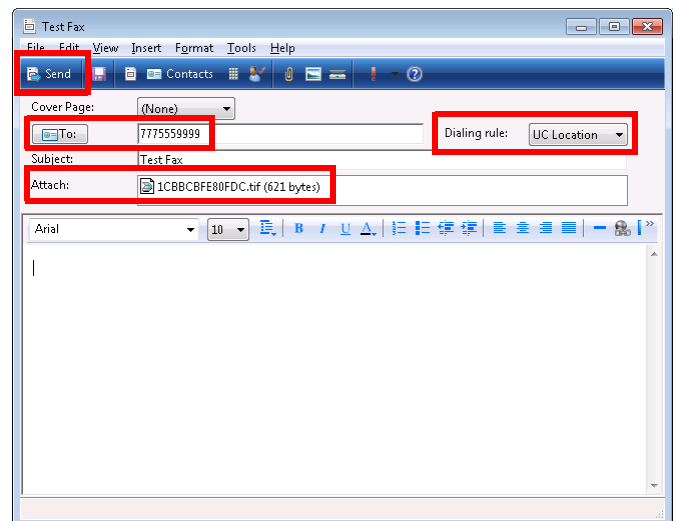


A new window will open so that you can enter the destination and other components of your fax message. The document you have chosen to send as fax will appear as an attachment to the message.

Ensure that the **Dialing rule** is set to **UC Location**.

All other fields, such as **Cover Page**, **Subject** and **Body** are optional fields which you can use to customize your fax message.

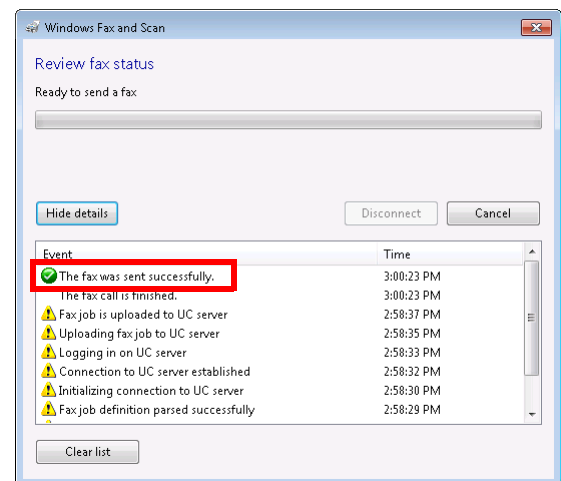
When you are ready to send the fax, click on the **Send** button.



The fax status window will appear display your fax's status. Once the fax is completed successfully, you will be informed as shown here.

If the fax fails for any reason, you will be notified of the reason for the failure in the status window. Please consult your system administrator if you are having trouble sending faxes.

- Note:** You will be able to keep track of all your outgoing faxes and monitor them as necessary from **Windows Fax and Scan** application available on the **Start** menu.



## Receiving and Viewing a Fax

1. Select **Start > All Programs > Windows Fax and Scan**. This utility detects incoming faxes and stores them in your inbox.
2. To view a fax click **Inbox**, then double click on the fax you want to view.

## Cancelling a Fax Job

You can cancel any fax you have set up to be sent at a future time.

1. If Fax is not open, select **Start > All Programs > Windows Fax and Scan**.
2. To cancel a fax click **Outbox**, then right click on the fax you want to cancel.
3. Click **Delete** to cancel the fax.
4. Click **Yes**.

## Automatically Send Retry

You can set up Fax so that it continues trying to send your fax if the receiving fax machine is busy.

**Note:** Fax is automatically set up to retry three times at 10-minute intervals.

1. Select **Start > All Programs > Windows Fax and Scan**.
2. Go to **Tools > Fax Settings > Advanced**.
3. Specify the **Number of attempts**. Enter the **Dial again after** value (in minutes) to specify the amount of time to pause between attempts.
4. Click **OK**.

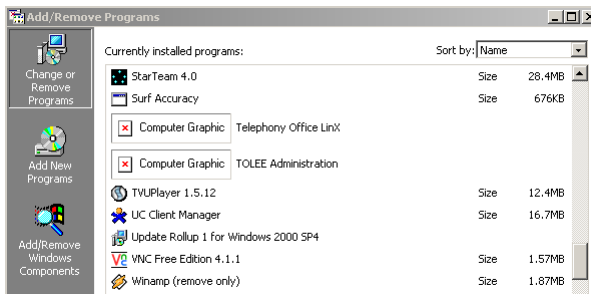
# Fax via Windows Fax Services (Windows XP)

## Configuration

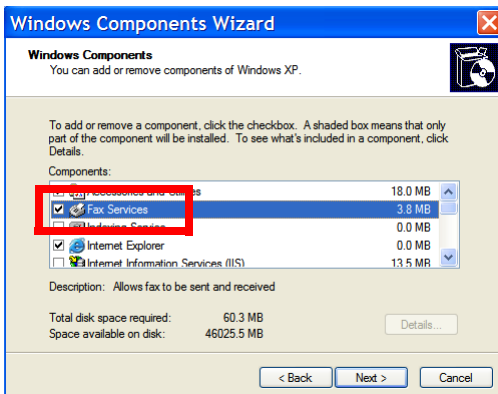
Please follow these steps to configure your client machine with the Windows Fax services.

**Warning:** This configuration must take place **before** installing UC Client Manager. If UC Client Manager already exists on your desktop, remove the application, enable the fax services, then install the application again.

1. Navigate to **Start > Settings > Control Panel > Add/Remove Programs**. Doubleclick on the icon. The following screen appears:



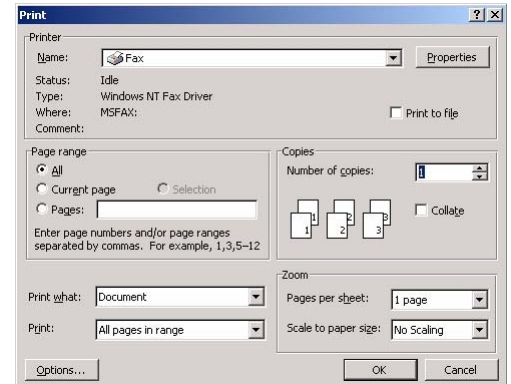
2. Select **Add/Remove Windows Components**. The Windows Components Wizard screen appears:



3. Select the **Fax Services** checkbox. Click **Next**.
4. You may be asked to provide a installation disc depending on your computer settings. Once the process is complete, you will have the ability to send faxes from your desktop.

# Sending Fax from Application

1. Open the document/image that will be sent as a fax from.
2. Select the Print action. This action is normally under the **File > Print** menu.
3. When the print dialogue appears, select **Fax** as the printer then click **OK**.



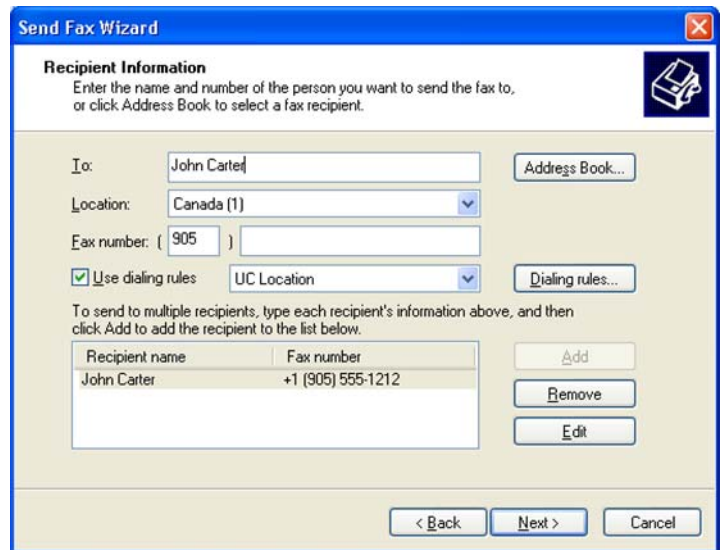
4. The **Send Fax Wizard** screen appears:



5. Click **Next**. The **Recipient Information** screen appears:
6. Specify the following:
  - In the **To** field, specify the name of the recipient.

**i Hint:** Click on the **Address Book** button to find the recipient in your personal address book.

- From the **Location** dropdown list, select the location (country) of the recipient.
- In the **Fax number** fields, specify the fax area code and number for the recipient.
- Select the **Use dialing rules** checkbox if you want specific dialing rules to apply. Select the dialing rules from the accompanying dropdown list.



**☑ NOTE:** To create a new set of dialing rules, click on the **Dialing rules** button.

7. Click on the **Add** button to add the recipient whose information you have just specified.

**NOTE:** You can add as many recipients as you wish.

8. Click **Next** when you have added all desired recipients. The **Preparing the Cover Page** screen appears:
9. From the **Cover page template** dropdown list, select the cover page template you want to use.
10. In the **Subject line** field, enter subject text for the fax cover page.
11. In the **Note** box, enter message text for the fax cover page.

The screenshot shows the 'Send Fax Wizard' dialog box with the 'Preparing the Cover Page' step selected. The title bar reads 'Send Fax Wizard'. Below the title bar, the text says 'Preparing the Cover Page' and 'Select a cover page template, and type a subject line and note if required by the template. This information is automatically added to the cover page.' There is a printer icon in the top right corner. A checkbox is checked with the label 'Select a cover page template with the following information'. Below this, there is a dropdown menu for 'Cover page template' set to 'confident' and a 'Sender Information...' button. The 'Subject line:' field contains the text 'Enter the Fax Subject Here'. The 'Note:' field contains the text 'Type the cover page message here.' To the right, there is a preview of a fax cover page with the word 'fax' at the top. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

12. Click **Next**. The **Schedule** screen appears:
13. Select one of the **When do you want to send this fax?** radio buttons:
- **Now** - send the fax immediately
  - **When discount rates apply** - send the fax the next time discount phone rates apply
  - **Specific time in the next 24 hours** - send the fax at a specific time in the next 24 hours. If you select this radio button, you must then specify a time of day from the accompanying spin-box
14. Select one of the following **What is the fax priority?** radio buttons:
- **High** - high priority for sending fax
  - **Normal** - normal priority for sending fax
  - **Low** - low priority for sending fax

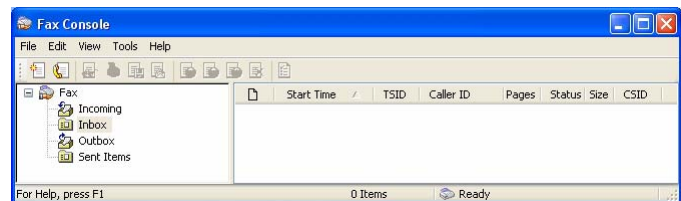
The screenshot shows the 'Send Fax Wizard' dialog box with the 'Schedule' step selected. The title bar reads 'Send Fax Wizard'. Below the title bar, the text says 'Schedule' and 'Specify when you want your fax to be sent, and set priority. Higher priority faxes will be sent first.' There is a printer icon in the top right corner. Under the heading 'When do you want to send this fax?', there are three radio buttons: 'Now' (which is selected), 'When discount rates apply', and 'Specific time in the next 24 hours'. The 'Specific time in the next 24 hours' option has a spin-box next to it showing the time '14:55:23'. Under the heading 'What is the fax priority?', there are three radio buttons: 'High', 'Normal' (which is selected), and 'Low'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

15. Click **Next**. The **Completing the Send Fax Wizard** screen appears: .
16. If you want to preview your fax, click on the **Preview Fax** button. Otherwise, click **Finish**. *To confirm that your fax was sent successfully, check the **Sent Items** folder of your Fax Console application.*



## Viewing the Status of a Fax

1. Select **Start > All Programs > Accessories > Communications > Fax > Fax Console**.
2. In the left hand pane, click to expand **Fax** (if not already expanded). The following list describes the folders under Fax:
  - The **Incoming** folder contains faxes that are currently being received.
  - The **Inbox** folder contains faxes that have been received.
  - The **Outbox** folder contains faxes that are scheduled to be sent.
  - The **Sent Items** folder contains faxes that have been successfully sent.
3. In the left hand pane, highlight a folder.
4. In the right hand pane right click on the fax you want and select **Properties**.
5. On the General tab, check the status of the fax under 'Status'.



- Note:** If an item is in the Outbox folder, then the fax attempt has failed. Until all retries have been exhausted, Status will read **Pending**. If all retries have been exhausted, Status will be **Failed**.

## Receiving and Viewing a Fax

1. Select **Start > All Programs > Accessories > Communications > Fax > Fax Console**. The Fax Console detects incoming faxes and stores them in your inbox.
2. To view a fax click **Inbox**, then double click on the fax you want to view.

## Cancelling a Fax Job

You can cancel any fax you have set up to be sent at a future time.

1. If Fax is not open, select **Start > All Programs > Accessories > Communications > Fax > Fax Console**. The Fax Console appears.
2. To cancel a fax click **Outbox**, then right click on the fax you want to cancel.
3. Click **Delete** to cancel the fax.
4. Click **Yes**.

## Automatically Send Retry

You can set up Fax so that it continues trying to send your fax if the receiving fax machine is busy.

**Note:** Fax is automatically set up to retry three (3) times at 10-minute intervals.

1. Select **Start > Control Panel**. The Control Panel appears.
2. If your Control Panel is in **Category** View, click **Printers** and **Other Hardware**. Click **View installed printers or fax printers**. The **Printers and Faxes** screen appears.  
OR  
If your Control Panel is in **Classic** View, doubleclick the **Printers and Faxes** icon. The **Printers and Faxes** screen appears.
3. Right click **Fax** and select **Properties**. The Fax Properties dialogue box opens.
4. Click the **Devices** tab, then **Properties**. The Modem dialogue box opens.
5. Specify the number of retries and the amount of time between retries.
6. Click **OK**.

## Automatically Cancelling a Fax

If your PC tried to send a fax and failed to connect to a fax machine, you can automatically cancel a failed fax.

1. Select **Start > Control Panel**. The Control Panel appears.
2. If your Control Panel is in **Category** View, click **Printers** and **Other Hardware**. Click **View installed printers or fax printers**. The **Printers and Faxes** screen appears. **OR**,  
If your Control Panel is in **Classic** View, double click the **Printers and Faxes** icon. The **Printers and Faxes** screen appears.
3. Right click **Fax** and select **Properties**. The Fax Properties dialogue box opens.
4. Click the **Devices** tab, then click **Properties**. The Modem dialogue box opens.
5. Click the **Cleanup** tab.
6. Click to check Automatically delete failed faxes after and specify the number of days.
7. Click **OK**.

## Fax via email Client

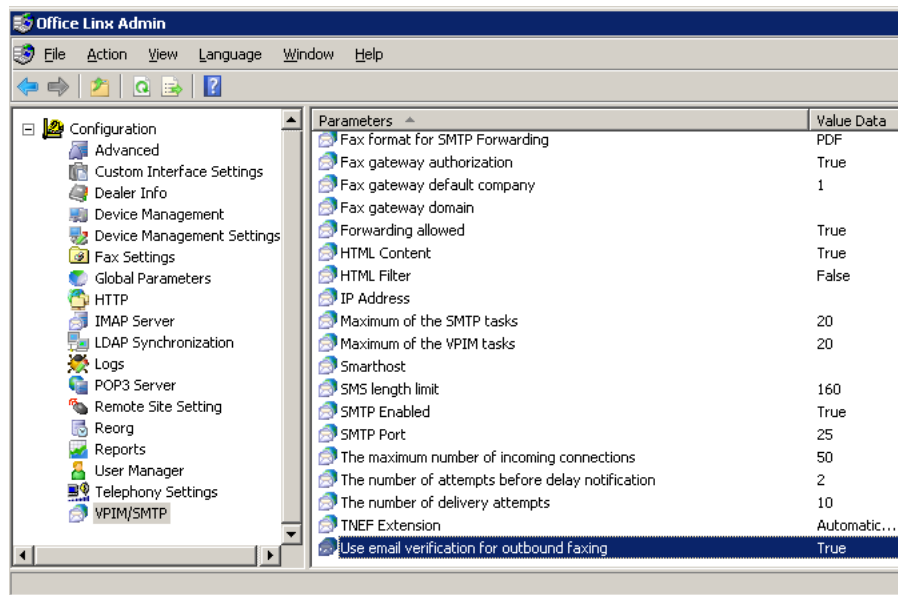
Sending a fax via email may be accomplished using virtually any email client. This feature requires no user-end configuration. The only requirement is that the fax email is sent to the correct domain using the correct format.

### Administrator Setup

The Office-LinX server must be properly configured before users can send fax messages through an email client. **Send URL** must be configured and activated on the voice server (see the Security Enhancements chapter in Esna Technologies' Server Configuration Guide).

An active email account and client are also required.

Under **Office-LinX Admin>Configuration>VPIM/SMTP**, set **Use email verification for outbound faxing** to **True**.



# Sending a Fax

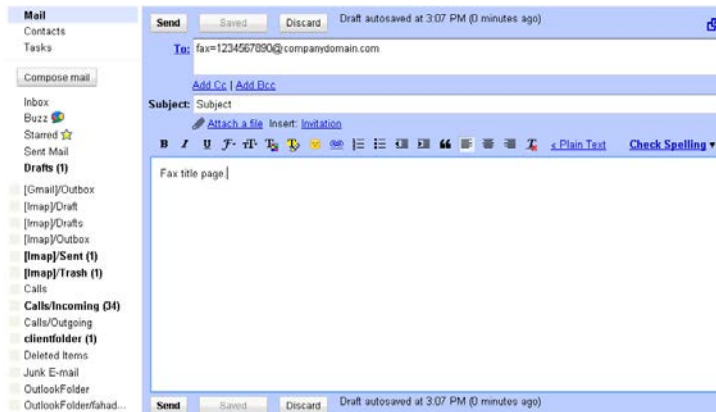
✓ **Note:** This guide will use Gmail to send the fax email. However, this process can be repeated with virtually any email client including web based email.

Create a new email message. In the **To...** field, type **fax=** followed by the number of the destination fax machine at(@) your company's server. For example, **fax=1234567890@companydomain.com**.

The Subject line and the email message body will be included with the fax as a cover page.

Include the main body of the fax as an attachment to the email.

✓ **Note:** Only **TIFF** and **TXT** formats are supported by default. However, if the server has the appropriate programs installed, other formats can be used as well (**PDF** requires Acrobat Reader 9, **DOC** and **DOCX** require Microsoft Office).



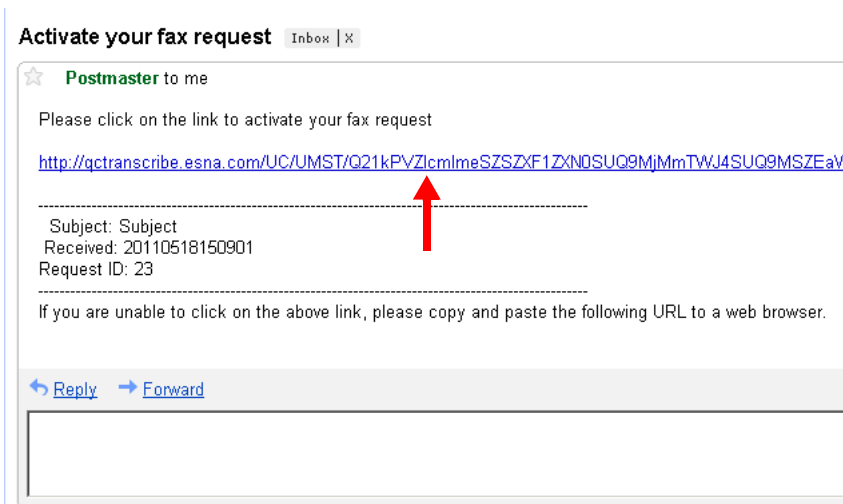
Send the email when you're ready.

The message will be accepted by your server and processed into an outgoing fax job.

# Fax Activation

To prevent spam, once you have clicked the **Send** button, the OL Server will send you an email to confirm that the fax message is to be sent.

This email includes a link which you must click on to authorize the server to send the fax message. Click on the link.

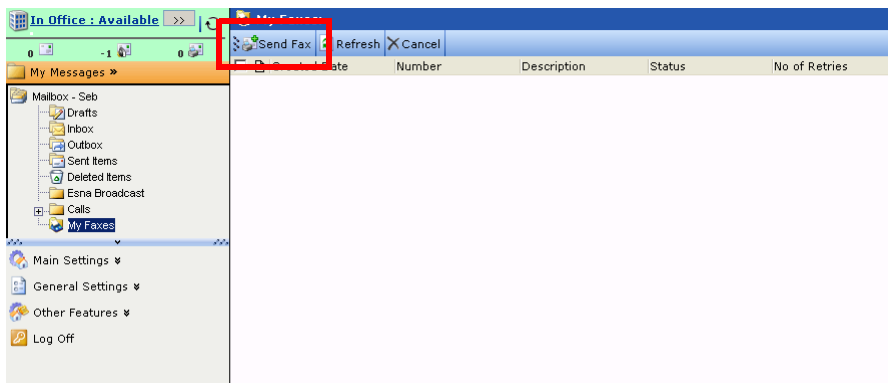


The system will respond with a message verifying that the fax has been queued for sending. The message status can now be tracked in the fax status report folders (see page 1 for a detailed description).

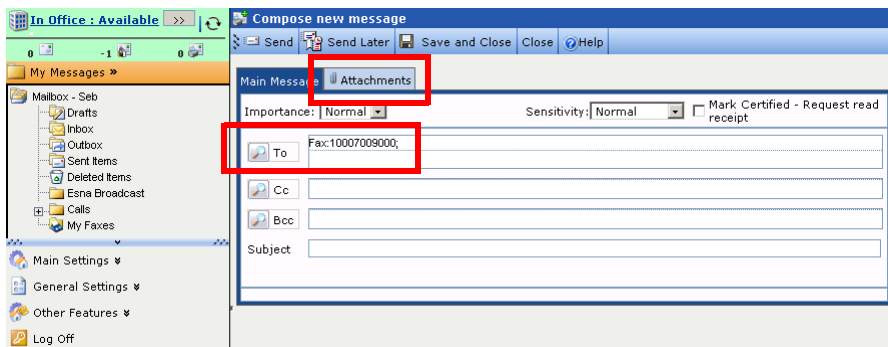
Request ID: 23  
Verified

## Sending a Fax through Fax Gadget

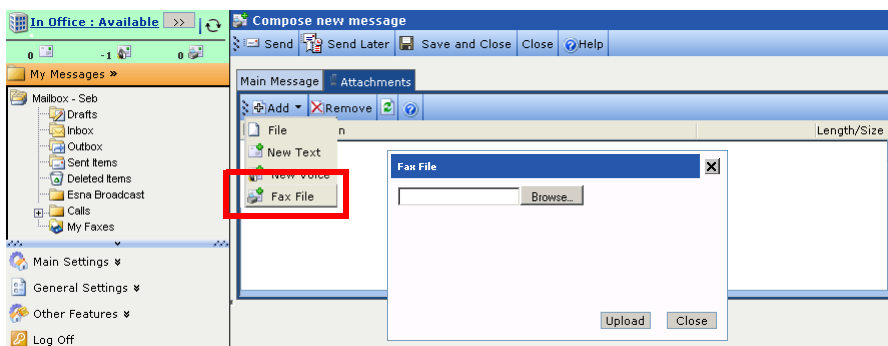
The default window for Fax Gadget will look like this. This window can be accessed by logging into Web Client directly or through a link from other web applications such as UC Web Gadget. To send a fax, simply click on **Send Fax** button at the top.



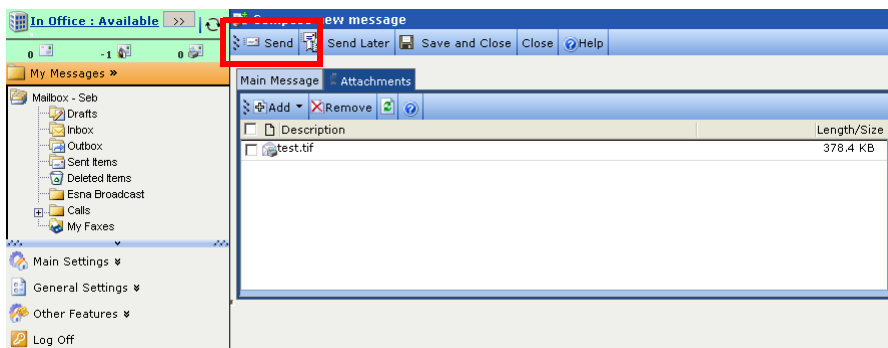
On the **To** field, enter the fax destination number. It is best to include all numbers including both country and area code (e.g. 1-123-765-4321). When you enter the full fax number on this field, Fax Gadget will automatically add the **Fax:** qualifier to indicate that this is a fax message. Click on the **Attachments** tab to add content to this fax message.



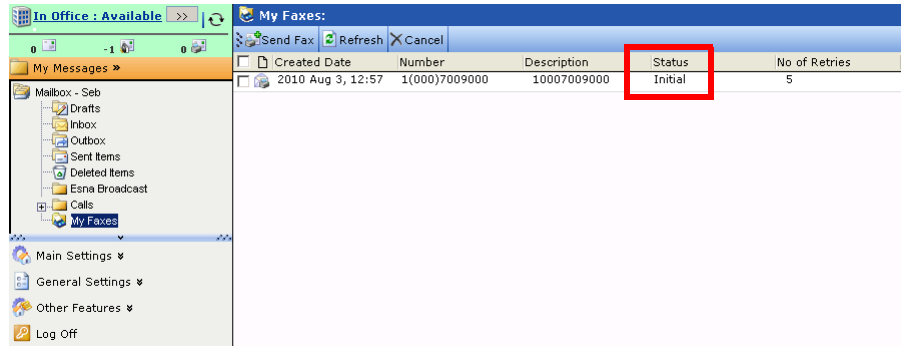
Clicking on **Add** button will open the menu shown here. Select **Fax File** from the menu. Click on the **Browse...** button to search for a file to be sent as the fax content then click **Upload**.



The selected file will now be added as fax content. Click **Send** to transmit the fax immediately.



The fax message you've sent will now be listed under **My Faxes** section. You will be able to easily check on the status of the fax to ensure that it has been sent out. If the status doesn't change to **Sent** within a reasonable amount of time, or if the fax message fails repeatedly, please contact your system administrator for help regarding the matter.



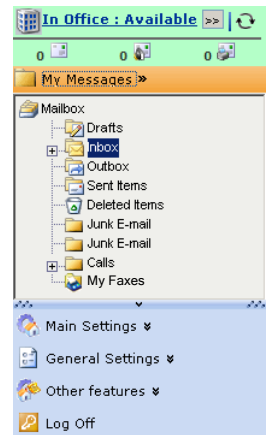
## 2

# Faxing with Web Client



## My Messages

**My Messages** allows you to navigate through your message folders, and also to manage the individual messages that are located within the folders. Aside from message and folder management, you will be able to compose numerous types of messages and send them through the convenient web interface which eliminates the dependency on email or other client software to send messages. Please refer to the respective topics for more information.



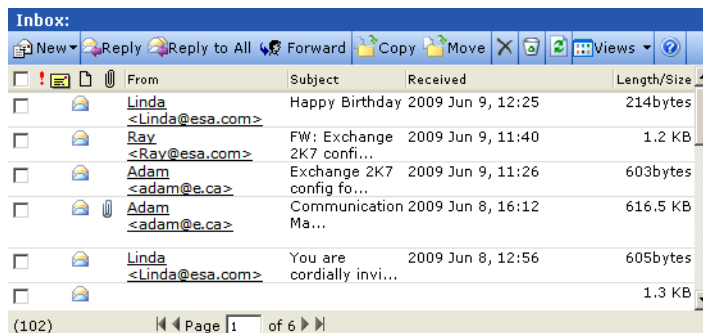
## Inbox Toolbar

The following buttons allow you to perform various tasks from your Inbox:

Button	Name	Function
	New	This button allows you to compose a new message or contact.
	Reply	This button allows you to reply to a selected message.
	Reply to All	This button allows you to reply to all recipients of the original message.
	Forward	This button allows you to forward the selected message.
	Copy	This button allows you to copy the selected message(s).
	Move	This button allows you to move the selected message(s).
	Delete	This button allows you to delete the selected message(s).
	Empty Deleted Folder	This button allows you to empty your Deleted Items folder.
	Refresh	This button allows you to refresh/reload the current page.
	Views	This button allows you to select which type of messages will be shown.
	Help	This button provides access to help content related to the current page.

## Reading a Message

To read an email, click on the **From** link of the email that you wish to read. If you wish to perform an action on a mail entry without going into the content, simply select the message(s) by using the checkboxes on the left most side of the message list, then select the desired action such as move.



## Message Icons

The following nine (9) message icons are used to represent information about each message in your inbox:

Icon	Name	Function
	New Voice	Indicates a voice message that you have not yet listened to
	Old Voice	Indicates a voice message that you have listened to
	Unread Email	Indicates an email that you have not yet read
	Read Email	Indicates an email that you have read
	Fax	Indicates a fax message
	Urgent	Indicates an urgent message
	Confidential	Indicates a new (unread) confidential message
	Read Confidential	Indicates a read confidential message
	Attachment	Indicates that an attachment accompanies the message

## Scroll Buttons

The following buttons allow you to scroll through your messages:

Button	Name	Function
	First page of messages	Scrolls to the first page of messages in your Inbox
	Previous page of messages	Scrolls to the previous page of messages in your Inbox
	Next page of messages	Scrolls to the next page of messages in your Inbox
	Last page of messages	Scrolls to the last page of messages in your Inbox

## Opening a Fax Message

When you receive a fax message, you will be able to open the fax attachments from the Web Client through the default Microsoft Windows Fax viewer. You may choose to either save the file to your local computer and then open it or simply open it on the fly.

- Note:** If there is more than one attachment, click on the Attachments tab and select the fax message that you want to view from the list of attachments.

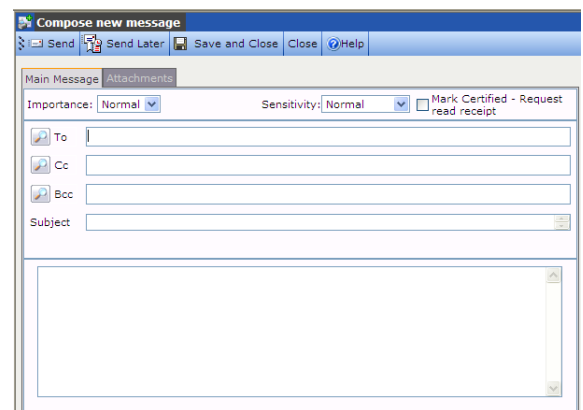
## Composing a Message

### Creating a Fax Message

The Web Client interface allows you to compose and send a fax message. However, the fax content itself must have been produced by some other application and saved in a supported format (.tif or .fax files).

1. The **To**, **CC** and **BCC** fields can be the extension number of a party within your corporation, or an external fax number.
2. The **Subject** and **Message Body** entered here will appear as a cover page on the sent fax.
3. To attach the fax itself, click **Attachments>Add>File** and browse to the fax file. Once selected, click **Upload** to embed the fax into the message.
4. Click **Send** to transmit the fax.

- Note:** You may send other file types (e.g. pdf, doc, etc.) as a fax message if your server has been configured accordingly.



### Adding Attachments to a Message

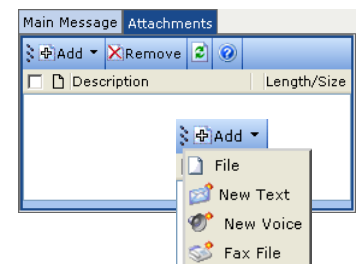
Aside from the attachments that are generated for you (i.e. fax and voice messages), you can also attach other files to your message through the attachment tab. To attach a file, click on the **Add** button. You will have four choices when you do so as shown here:

**File:** Click on Browse button to select a file you wish to attach. Click on the Upload button once you have made your selection to attach the file to your message.

**New Text:** A simple text editor will appear. Compose the text then click save. The text file will be created and will be automatically attached to your message.

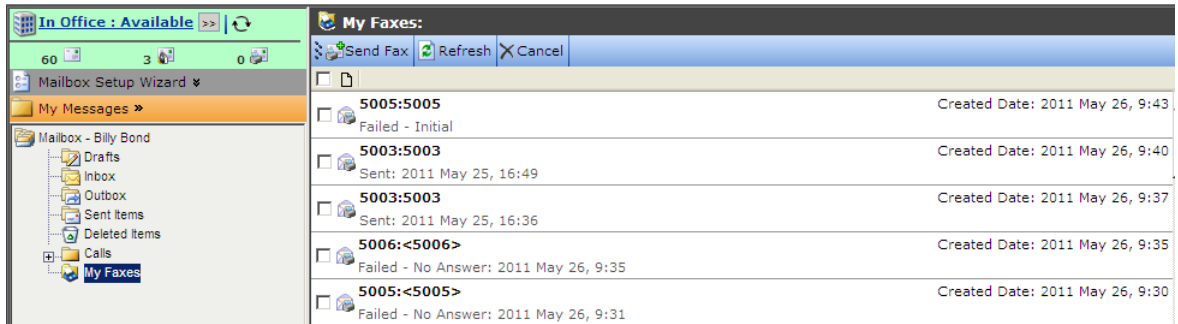
**New Voice:** A recording tool will appear. When you record the message, a voice file will be automatically attached to your message.

**Fax File:** Click on Browse button to select a file you wish to attach. Click on the Upload button once you have made your selection to attach the file to your message.



## My Faxes

The My Faxes folder contains the details of all fax messages that have been sent.



## 3

## Fax Status



## Fax Status Reporting

Whenever a fax message is sent or received by the UC server, an entry will appear in **Admin>Fax Jobs** so that the administrator can easily view and manage faxing. All fax jobs will appear in one of three folders and will be moved accordingly.

**Outgoing:** This folder contains the details of all faxes that are currently being sent that have neither finished nor failed.

**Completed:** This folder contains the details of all faxes that have been successfully sent.

**Failed:** This folder contains the details of all faxes that could not be sent. The system has stopped trying to send the fax.

Number	Sender	Destination	Status	Created	Completed
125	6032: Billy Bond	5003: 5003	Sent	2011-May-25 4:48 PM	2011-May-25 4:49 PM
124	6032: Billy Bond	5003: 5003	Sent	2011-May-25 4:36 PM	2011-May-25 4:36 PM
121	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 3:51 PM	2011-May-25 3:52 PM
118	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 2:27 PM	2011-May-25 2:27 PM
117	Office-LinX Server	5003: 5003	Sent	2011-May-25 2:15 PM	2011-May-25 2:17 PM
116	Office-LinX Server	5003: 5003	Sent	2011-May-25 2:12 PM	2011-May-25 2:14 PM
115	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 2:00 PM	2011-May-25 2:02 PM
114	6035	5003: pagenumberfix	Sent	2011-May-25 1:57 PM	2011-May-25 1:58 PM
113	6035	5003: pagenumberfix	Sent	2011-May-25 1:46 PM	2011-May-25 1:48 PM
112	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 1:40 PM	2011-May-25 1:42 PM
102	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 11:59 AM	2011-May-25 12:00 PM
101	6032: Billy Bond	5003: james	Sent	2011-May-25 11:47 AM	2011-May-25 11:48 AM
100	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 11:01 AM	2011-May-25 11:02 AM
95	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 10:33 AM	2011-May-25 10:33 AM
94	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 10:23 AM	2011-May-25 10:24 AM
93	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 10:21 AM	2011-May-25 10:22 AM
92	6032: Billy Bond	5003: <5003>	Sent	2011-May-25 10:03 AM	2011-May-25 10:03 AM
74	6032: Billy Bond	5003: xxx	Sent	2011-May-24 4:03 PM	2011-May-24 4:05 PM
71	6032: Billy Bond	5003: test	Sent	2011-May-24 3:27 PM	2011-May-24 3:29 PM
68	6032: Billy Bond	5003: jacob	Sent	2011-May-24 2:37 PM	2011-May-24 2:39 PM
65	6032: Billy Bond	5003: carmen	Sent	2011-May-24 2:11 PM	2011-May-24 2:12 PM
64	6032: Billy Bond	5003: dave	Sent	2011-May-24 2:09 PM	2011-May-24 2:10 PM
55	6032: Billy Bond	(905)7095618; 9057095618	Sent	2011-May-18 5:53 PM	2011-May-18 5:55 PM
54	6032: Billy Bond	5003: 5003	Sent	2011-May-18 5:50 PM	2011-May-18 5:50 PM
49	6032: Billy Bond	5003: 5003	Sent	2011-May-18 4:31 PM	2011-May-18 4:31 PM
48	6032: Billy Bond	5003: 5003	Sent	2011-May-18 4:05 PM	2011-May-18 4:07 PM
43	6032: Billy Bond	5003: 5003	Sent	2011-May-18 3:06 PM	2011-May-18 3:07 PM
36	6032: Billy Bond	5003: 5003	Sent	2011-May-18 1:38 PM	2011-May-18 1:40 PM
35	6032: Billy Bond	5003: 5003	Sent	2011-May-18 1:27 PM	2011-May-18 1:31 PM
34	6032: Billy Bond	5003: 5003	Sent	2011-May-18 12:38 PM	2011-May-18 12:39 PM
33	6032: Billy Bond	5003: 5003	Sent	2011-May-18 12:35 PM	2011-May-18 12:36 PM
32	6032: Billy Bond	5003: 5003	Sent	2011-May-18 10:58 AM	2011-May-18 11:00 AM
30	6032	5003: <5003>	Sent	2011-May-18 10:32 AM	2011-May-18 10:32 AM

Each of these folders contains the following information for each fax message:

**Number:** This field displays the job number assigned to the fax.

**Sender:** This field displays the individual who sent the fax.

**Destination:** This field displays the Mailbox number to which the fax is directed.

**Status:** This field displays the current status of the fax (Initial / Pending / Sending / Sent / Cancelled / Failed-Busy / Failed-No Answer / Failed-Other / Failed).

**Created:** This field displays date and time the fax was sent.

**Completed:** This field displays date and time the transmission of the fax was completed.



## 4

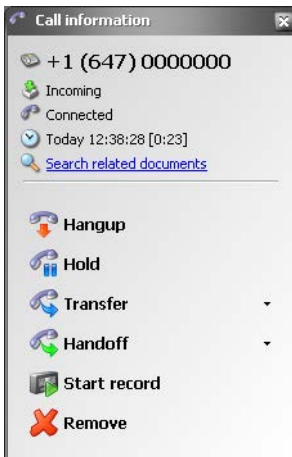
# UC Client Manager



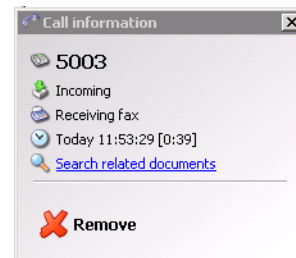
## Call Manager Pop-Up

On a computer running UC Client Manager, incoming calls generate a pop-up identifying the caller. If the appropriate options have been configured, the Call Manager pop-up will appear on your computer screen to tell you the number and, if possible, the name of the person calling. The pop-up provides options to answer the call, answer and record the call, transfer the call and so on.

If a call remains unanswered, Call Manager takes over the call. Once recognized as an incoming fax, Call Manager will redirect the call appropriately. The pop-up will change to indicate that the call is a fax, voice options for the call are removed and the status of the receipt is displayed instead.



Incoming Voice call



Incoming Fax



# 5

## Mass Faxing Solutions



### DIVA Fax Board Support

Office-LinX now supports the current version of Diva fax boards. These boards provide high throughput with a 100% success rate for faxing large volumes of messages. The Diva boards are also scalable, so when your volumes increase, additional boards can be brought online to handle it.

