



8

soft fax

In This Document...

Introduction on page 3

Licensing Information on page 5

Configuring soft fax (IP) on page 6

Configuring soft fax (Dialogic D41JCT/D120JCT) on page 7

Configuring soft fax (Dialogic D42JCT/D82JCT) on page 11

Admin Settings on page 15

Introduction

Soft fax, by employing a PC's existing voice board to process fax messages, eliminates the need and the cost of a dedicated fax board. Fax messages will continue to be stored in the .tiff format, and so are accessible to all devices.

This document provides information on installing soft fax for version 7.0 of Telephony Office-LinX and configuring the Telephony Office-LinX Administration Console.

Requirements

The following are the minimum requirements for soft fax:

Processor	P4 2.4GHz or higher
Software	Windows 2000 Server SP2 or higher

Specifications

Telephony Office-LinX conforms to the following ITU-T specifications:

- **V.17**-- 2-wire modem for fax applications with data rates of 14.4, 12.0, 9.6, 7.2 kbits/s
- **V.29**-- Fax modem with data rates of 9.6 and 7.2 kbits/s
- **V.27ter**-- Fax modem with data rates of 4.8 and 2.4 kbits/s
- **V.21 channel 2**-- Used to transfer T.30 control frames
- **T.30**- procedures for document fax transmission in general switched telephone network

PC usage:

- **40 MHz of CPU** is used for every fax channel for send/receive functions
- **100 KB of RAM** is used to load the fax application on the startup of the 6510 UM
- **80 KB of RAM** is used for every fax channel that is actively sending or receiving faxes.



NOTE: Before configuring your system for soft fax, it is necessary to determine that your fax board(s) are capable of exploiting this feature. The Dialogic JCT series of boards - JCT denoting the board as Full Duplex - can support soft fax. IP configuration can support soft fax.

Licensing Information

Before you begin configuring your soft fax you should make sure that you have the required licenses.

- **Fax Mail:** This is the core component to enable the fax services.
- **SoftFaxPorts**
- **Integrated Fax:** If planning to turn on outbound faxing.
- **Fax Desktops:** Licensed *only* for outbound faxing.

License Upgrade Utility

Product UC4 SentinelNo 00000 [001372126c21]

General Settings	Services
PBXs 1	<input checked="" type="checkbox"/> SMS
Companies 3	<input checked="" type="checkbox"/> SMTP/MAPI
Mailboxes 9999	<input checked="" type="checkbox"/> PMS
Languages 2	<input checked="" type="checkbox"/> Redundancy
VoicePorts 12	<input type="checkbox"/> Agent Login
Redundant 0	<input checked="" type="checkbox"/> FaxMail
	<input checked="" type="checkbox"/> IMAP
	<input checked="" type="checkbox"/> Mobility(WAP)
	<input checked="" type="checkbox"/> CTILink
	<input checked="" type="checkbox"/> Messaging
	<input type="checkbox"/> CTI Only
	<input checked="" type="checkbox"/> AMIS
	<input checked="" type="checkbox"/> SMDI/MCI
	<input checked="" type="checkbox"/> VPIM
	<input checked="" type="checkbox"/> TAPI
	<input checked="" type="checkbox"/> ActiveX
	<input checked="" type="checkbox"/> Integrated Fax
	<input checked="" type="checkbox"/> SIP

Clients	ASR
Desktops 0	ASR Provider Nuance 8.5
UM Users 1000	ASR Names AST-3
IM Users 1000	ASRPorts 12
UC Users 1000	ASR Langs 1
CTI Users 1000	Verification Ports 0
Fax Desktops 1000	

Servers	TTS
PrintServers 1	TTS Provider RealSpeak 4.0
TSE Connections 1	TTS Ports 12

Fax Ports
OutFaxPorts 0
SoftFaxPorts 12

Buttons: Exit, Clear Form, Load Sentinel, Write Sentinel, Load License

Configuring soft fax (IP)

The scenario below will enable the User to dispense with the physical inconveniences of a fax machine, toner, paper, etc., and allow fax messages to be sent and received via email.

If you are using IP integration you do not need to configure your board settings. Please proceed to ***Admin Settings on page 15.***

Configuring soft fax (Dialogic D41JCT/D120JCT)

The scenario below will enable the User to dispense with the physical inconveniences of a fax machine, toner, paper, etc., and allow fax messages to be sent and received via email.

► **To Configure soft fax for D41JCT / D120JCT:**

1. Navigate to **Start > Programs > Intel Dialogic System Software > Configuration DCM**.
2. Locate the first voice card on your system and doubleclick it. Select the **Misc** tab. Change the following settings:
 - For the **Firmware file** field, select **D41csp.fwl** (for D41JCT cards) or **D120csp.fwl** (for D120JCT cards).

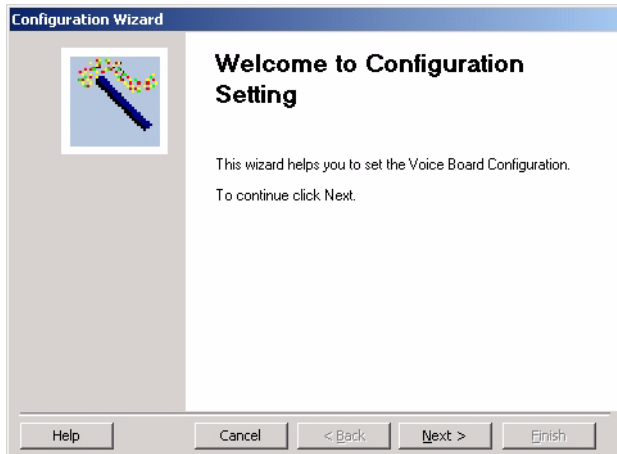


NOTE: Having a combination of the two board types on your system is not problematic. Merely ensure that each has the correct firmware file selected.

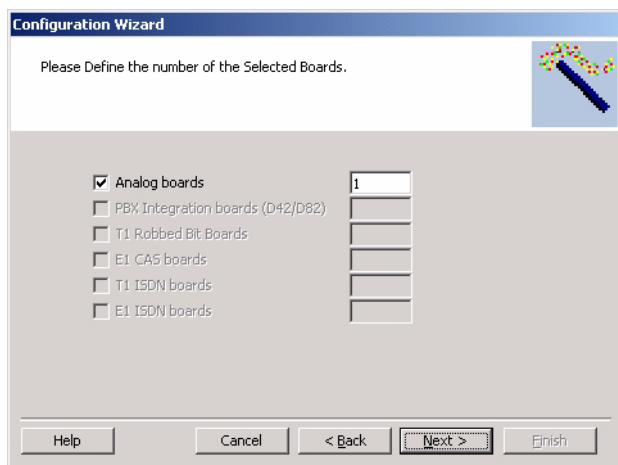
- For the **CSP Extra time slot** field, select **ON**.
3. Click on **Apply**, then **OK**.
4. Repeat these steps for each card in the system. When all cards have been adjusted, restart the PC and proceed to the next section.

Voice Board Configuration Wizard

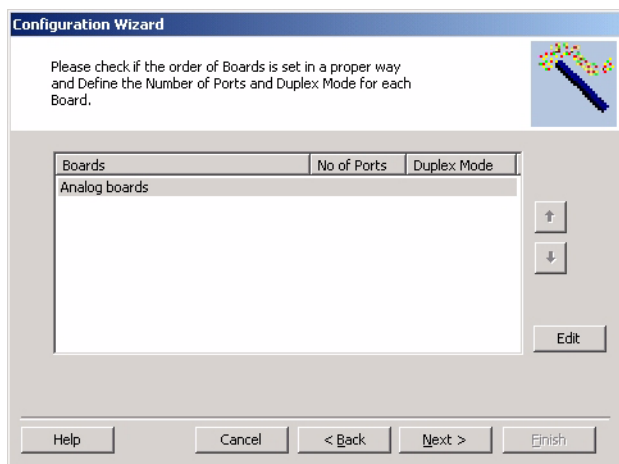
1. Navigate to **Start > Programs > Esna TOL Enterprise**.
2. Locate and run the Wizard. The Welcome screen appears:



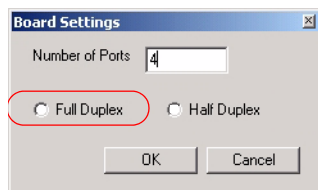
3. Click **Next**. Select the **Analog boards** checkbox. Enter the number of boards you have installed on your system in the corresponding text field, then click **Next**.



4. From the below window click on the **Edit** button.



5. The Board Settings dialogue box appears:



6. In the **Number of Ports** field, enter the total number of ports supported by that particular voice board. Select the **Full Duplex** radio button. Click **OK**.



NOTE: Ensure that the **Full Duplex** radio button has been selected. Soft fax will not run properly otherwise.

7. Click **Finish** to complete the wizard.



8. Please proceed to **Admin Settings on page 15**.

Configuring soft fax (Dialogic D42JCT/D82JCT)

The scenario below will enable the User to dispense with the physical inconveniences of a fax machine, toner, paper, etc., and allow fax messages to be sent and received via email.

To Configure soft fax for D42JCT / D82JCT:

1. Navigate to **Start > Programs > Intel Dialogic System Software > Configuration DCM**.
2. Locate the first voice card on your system and doubleclick it. Select the **Misc** tab. Change the following settings:
 - For the **Firmware file** field, select **D42csp.fwl** (for D42JCT cards) or **D82csp.fwl** (for D82JCT cards).

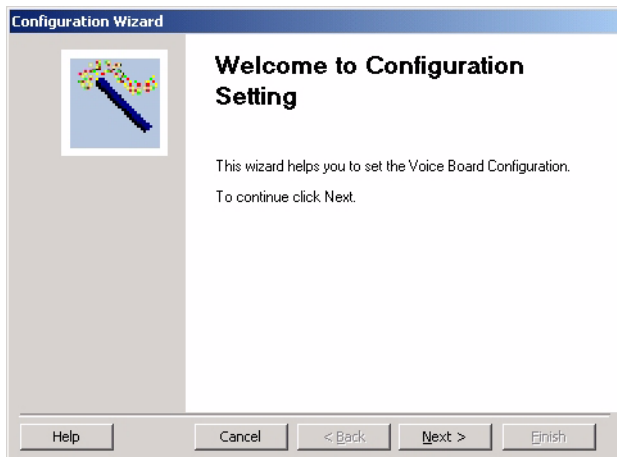


NOTE: Having a combination of the two board types on your system is not problematic. Merely ensure that each has the correct firmware file selected.

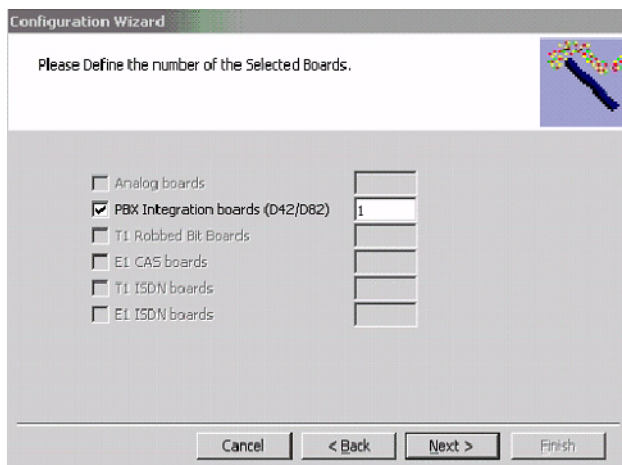
- For the **CSP Extra time slot** field, select **ON**.
3. Click on **Apply**, then **OK**.
4. Repeat these steps for each card in the system. When all cards have been adjusted, restart the PC and proceed to the next section.

Voice Board Configuration Wizard

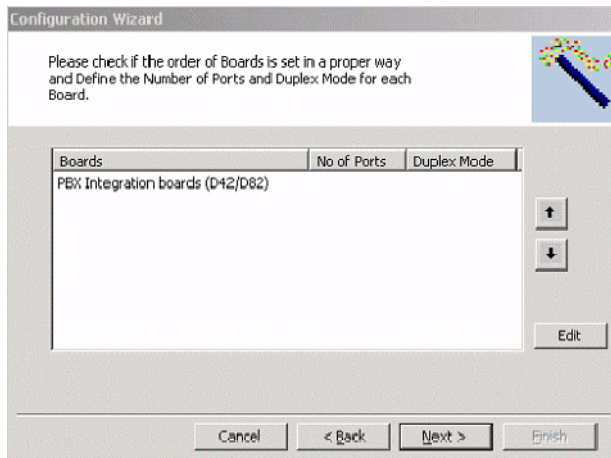
1. Navigate to **Start > Programs > Esna TOL Enterprise**.
2. Locate and run the Wizard. Take care to ensure that the boards are set at **Full Duplex**.the following screen appears:



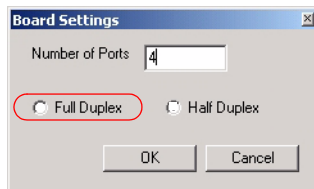
3. Click **Next**. The following screen appears:



4. Select the **PBX Integration boards (D82/D42)** checkbox. Enter the number of boards you have installed on your system in the corresponding text field, then click **Next**.
5. The following screen appears:



6. Click on the **Edit** button. The Board Settings dialogue box appears:

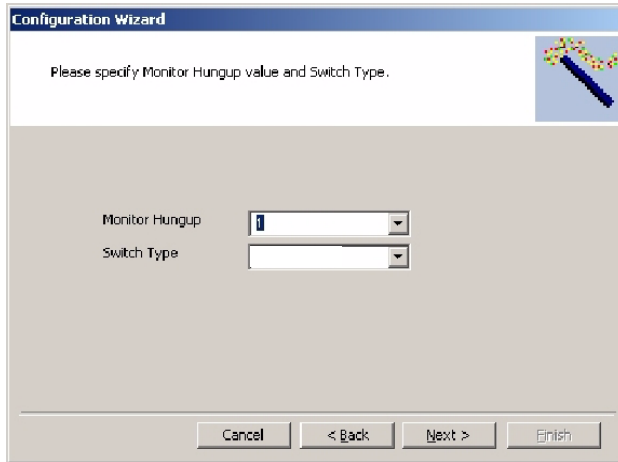


7. In the **Number of Ports** field, enter the total number of ports supported by that particular voice board.
8. Select the **Full Duplex** radio button, then click **OK**.



NOTE: Ensure that the **Full Duplex** radio button has been selected. Soft fax will not run properly otherwise.

9. The following screen appears:



10. From the **Monitor Hungup** dropdown list, select **1**.

11. From the **Switch Type** dropdown list, select the switch type that is appropriate to your integration, then click **Next**. The following screen appears.

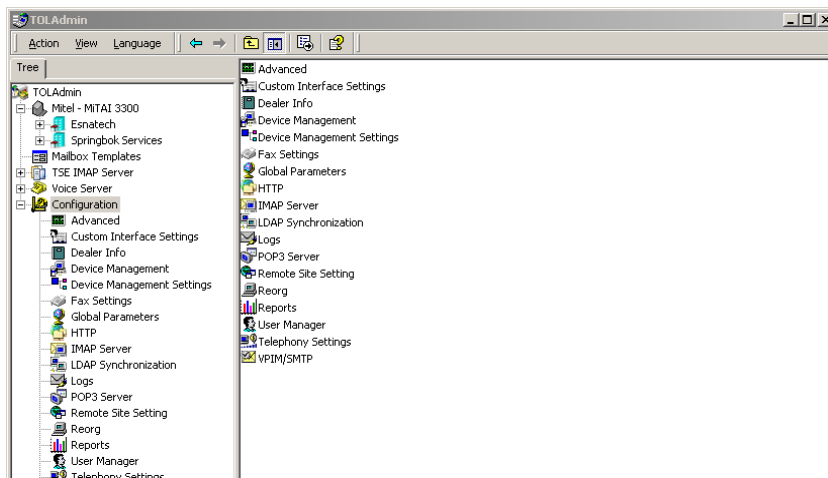


12. Click **Finish** to complete the wizard.

13. Please proceed to **Admin Settings on page 15**.

Admin Settings

1. Ensure that you have soft fax ports purchased and available on the license.
2. Log in to the Admin Console. The following screen appears:



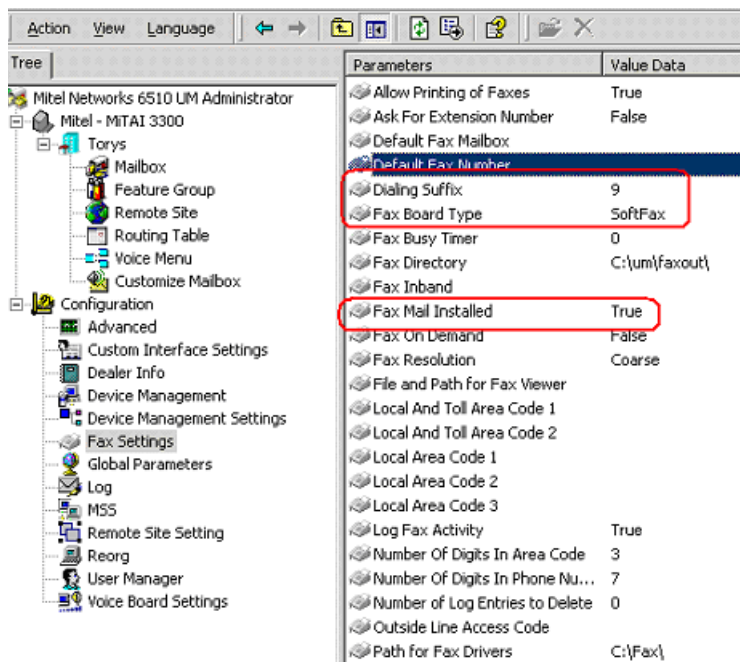
3. Go to the Voice Services section. Make sure that the following settings are correct.
 - **Soft Fax Channel Number:** number of soft fax ports that you are licensed for (if using a soft fax board type).
 - **Fax Enabled** must be set to **True**.
 - **Fax Channels:** number of fax channels you are licensed for.

- **Start Fax Channel Number. Must** be set to 1.

Parameters	Value Data
Name	MITEL20
Description	
Master	True
Voice Channels	4
TTS Channels	1
ASR Channels	1
Soft Fax Channels	2
Fax Enabled	True
Fax Channels	2
Start Channel Number	1
Start Fax Channel Number	1
External IP	
Internal IP	
TCP/IP Port	0
Path	C:\{UC\}
Resiliency Channels	0

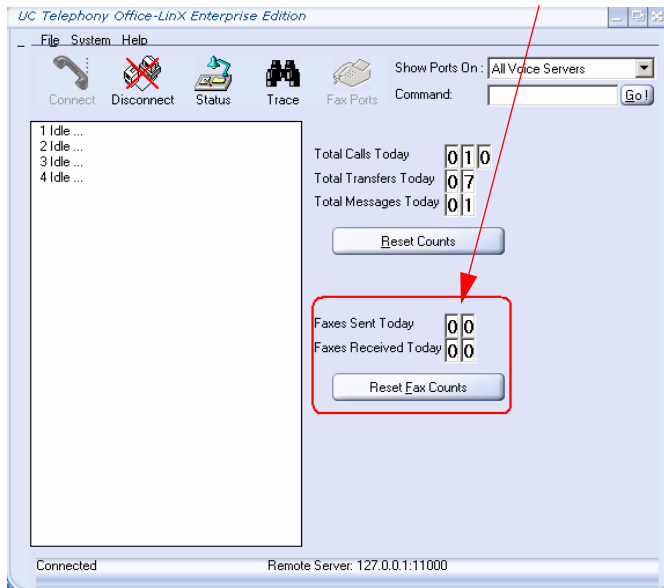
4. In the Value Data text field, enter the number of ports available on your license. Click **OK**.
5. Return to the Admin Console. Navigate to **Configuration > Fax Settings**:
 - In the righthand pane, locate the **Dialing Suffix** parameter and doubleclick. An Edit String dialogue box appears. In the **Value Data** text field, enter **9**. Click **OK**.
 - In the righthand pane, locate the **Fax Board Type** parameter and doubleclick. An Edit String dialogue box appears. In the **Value Data** text field, enter **SoftFax**. Click **OK**.

- In the righthand pane, locate the **Fax Mail Installed** parameter and doubleclick. An Edit String dialogue box appears. In the **Value Data** text field, enter **True**. Click **OK**.



- Return to the Admin Console. Navigate to **Configuration > Advanced**:
 - In the righthand pane, locate the **Disable Fax Detection** parameter and doubleclick. An Edit String dialogue box appears. In the **Value Data** text field, enter **No**. Click **OK**.
 - In the righthand pane, locate the **Disable Fax Detection1** parameter and doubleclick. An Edit String dialogue box appears. In the **Value Data** text field, enter **No**. Click **OK**.
 - In the righthand pane, locate the **Disable Fax Detection2** parameter and doubleclick. An Edit String dialogue box appears. In the **Value Data** text field, enter **No**. Click **OK**.
- Reboot the server to load the soft fax ports.

8. Following the reboot, UM Monitor will display - if fax ports have been properly loaded - the portion of the screenshot as highlighted in red below:



NOTE: If the fields mentioned above are not visible in UM Monitor, then the fax ports have not loaded properly. **UM Monitor may be accessed from the system tray.**

9. Close the UM Monitor screen.

Setting up mailboxes for soft fax

There are two alternatives available, the first involving a separate DID number for phone and fax, and the second involving an identical DID number for phone and fax. The case of a separate DID (Direct Inward Dialing) number is as follows:

1. In the Admin Console, navigate to **Company > Mailbox > Addresses**. Click on **Add** and select **Fax** from the menu. The Address dialogue box appears.
2. From the **Type** dropdown list, select **Fax - Internal Extension**.

3. In the **Number** text field, enter the four-digit DID number.



NOTE: The **Number** field value **cannot** exist anywhere else in the system as a phone or fax extension.

4. Select the **Set As Default** checkbox to designate that particular number as the default fax number.
5. Click **OK**.

OR

In the case of an identical DID number for phone and fax, the process is as follows:

- **Either** perform the fax detection at the greeting level. On receiving the call/fax, the mailbox will, on receiving the fax tone, deposit the fax message directly into that mailbox.
- **Or** the User may create a voice menu, giving the caller the option of delivering a fax. In this case, a voice menu must be attached to the mailbox, with the option **Send To Fax Start Tone** selected and **Send to Voicemail Record Tone** the default option. Consult the Server Configuration Guide chapter entitled "Maintaining A Voice Menu" for detailed instructions.

