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# Outbound Fax Through E-Mail



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# Outbound Fax Through E-Mail

## Introduction

Although documentation management has been mostly digitized in our everyday life, paper filing and faxing is still an integral part of many businesses. But having a fax machine for each user in a company is virtually impossible and having to print electronic documents just to send a fax is also a waste of resources. By adding the ability on your server to accept e-mails and send them out as standard fax electronically, you will be able to streamline the outgoing fax process of your users while being able to save on resources that you had to previously dedicate to physical fax machines.

## Requirements

Requirements	Details
License	---
Software	Telephony Office-LinX version 8.0 or higher

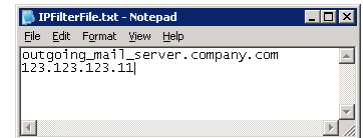
# Server Configuration

## Overview

You must configure your server so that fax e-mails sent by the users can be successfully accepted and translated into fax calls by the server.

## Creating a Trusted Domain List

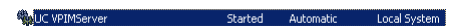
By default, fax e-mails received by the servers are designed to be rejected automatically for security reasons. Accepting a fax request from any e-mail may be disastrous since the server can be hijacked as a spam bot. In order to allow your user's e-mails to be accepted by the server, you must manually define a trusted domain list so that the server knows which e-mails to trust.



To define a list of trusted domains, create a **IPFilterFile.txt** text file in the **VPIM** folder which is located under your **UC** server installation folder (**c:\uc\vpim\** by default). In the text file, simply enter the domain names that you will be allowing access to the server. This entry may be a domain name or also an IP address. A fax request e-mail coming from the domain or IP defined here will be accepted and processed by the server.

- ⚠ **Warning:** If you add a public e-mail server domain (e.g. Gmail, Yahoo Mail, Hotmail, etc.) to the trusted list, your server will be accepting fax request from virtually anyone using those public servers as outgoing e-mail server, which can make your server an easy target for unwanted outside access.
- ✓ **Note:** It is required that you enter the **exact** domain of the outgoing e-mail server that will be trusted. For example, even if your users configure their e-mail clients with **SMTP.COMPANY.COM** as their outgoing e-mail server, the exact domain that sends out the email might be **SMTP47.COMPANY.COM** depending on how the server is configured in the company.

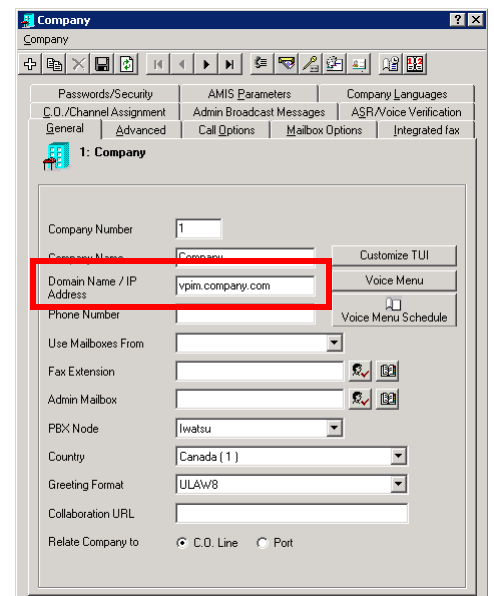
After the **IPFilterFile.txt** is ready, restart the VPIM service so that the server will recognize the changes made in the text file.



- ✓ **Note:** You may have to stop & disable the **Simple Mail Transfer Protocol** service since it can interfere with the VPIM service. Please check the status of SMTP service if this feature is not working.



Afterwards, confirm the domain of the Company in the TOL Admin shown here. The users will be sending an e-mail to **fax=#####@domain\_of\_company**. So in this example, it will be **fax=8005551234@vpim.company.com**.



When configuration is complete, any fax e-mail message (an e-mail with a **TIFF** file attachment) will be accepted and processed by the server as an outgoing fax.

# User Guide

## Overview

Outbound Fax E-mail may be utilized from virtually any e-mail client. This feature requires no user-end configuration. The only requirement is that the fax e-mail is sent to the correct domain using the correct format.

## Sending a Fax

- Note:** This guide will use Microsoft Outlook as the e-mail client to send the fax e-mail. However, please keep in mind that this process can be repeated in virtually any e-mail client including web based e-mail clients.

Create a new e-mail message. In the **To...** field, type **fax=** followed by the number of the destination fax machine at(@) your company's server. For example, **fax=8005551234@vpim.company.com**.

Attach the fax file (fax files must be in **TIFF** format). Send the e-mail when you're ready.

The message will be accepted by your server and will be processed into an outgoing fax job to the destination number you have entered.

