

# Fax on Demand

*This document covers five forms of Fax on Demand.*

## **Section 1:**

**Fax Mail** – Messages coming from Infinity or Eve and wait for someone to dial in and retrieve using their fax machine. Faxes are deleted and stored in archive upon delivery.

## **Section 2:**

**Fax Store and Forward** – Messages come from a fax machine to the UltraComm and are stored for later pickup by the client. Faxes are deleted and stored in archive upon delivery.

## **Section 3:**

**Fax Store and Deliver** – Messages come from a fax machine to the UltraComm and are then transmitted over to be e-mailed out to the client programmed in the UltraComm. The faxes are deleted and stored in the archive upon delivery.

## **Section 4:**

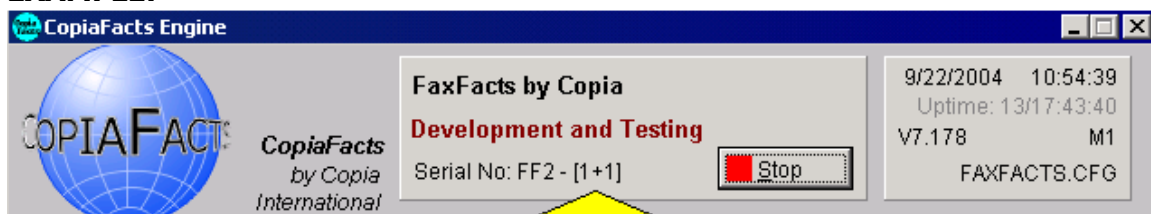
**Fax on Demand** – Documents are stored in the UltraComm and clients dial into it to receive them, such as sales or fact sheets. Faxes are never deleted.

## **Section 5:**

**Operator Assisted Fax on Demand** – Using embedded commands, the UltraComm will send a document stored in the UltraComm to an e-mail or fax destination.

**\*\*Note – All above functions require a fax card with voice capabilities. The Copia FaxFacts software must be licensed for inbound faxing. You determine by looking at FaxFacts near the stop button. A serial number indicating the number of lines capable of voice is in parentheses.**

### **EXAMPLE:**



In the example it shows me that I have 1 line with voice and 1 line without. The first number, in parentheses, is lines with voice and the second is lines without.

## Section 1

**Fax Mail** - Fax Mail is the feature that allows you to send messages from the Infinity to UltraComm and rather than sending them out at once, FaxFacts stores the messages until they are retrieved. This is done by dialing into a fax line programmed to accept calls either with a fax machine or, with the correct software, a phone sending the fax to another number.

1. Infinity Setup
  - a. On Infinity, the account is programmed just like any other account that sends to UltraComm. Select which messages will be sent to UltraComm with the appropriate filter codes.
2. UltraComm Setup (*Illustration shown on the next page*)
  - a. Using the UltraComm Supervisor program, enter the client number you wish to edit and select OK.
  - b. Enter a client name at the top. This makes maintenance easier in the future.
  - c. Select Fax, this will open up more options on the screen.
  - d. Select the box that says Fax Mail, this will open some more options on the screen.
  - e. The One Call box on the right determines if the person will have to call from a fax machine (recommended) or not. If this box is checked then they **must** call from a fax machine or faxing program. Not selecting the One Call box will allow the caller to specify a phone number in which to send the fax. The UltraComm will dial this number after the user hangs up, resulting in a possible toll call expense for the Call Center.
  - f. The Passcode is usually set to the account number, it may be changed however if the customer requests it.
3. Client preparation
  - a. You will need to provide the client with the number to the programmed inbound line. When the client dials in they will hear voice prompts asking for the account number and passcode. If this client is allowed to enter fax number in which to send faxes to them, they will hear a prompt asking them for the number or to push the send/receive button on their fax machine. If there are no messages to be picked up it will then inform them of this.



## Section 2

**Fax Store and Forward** - Fax Store and Forward is a feature in which faxes from a fax machine or fax program, are faxed into the UltraComm and stored for later delivery or rerouted to another fax machine. Faxes are deleted upon delivery. This also has the option for the client to be allowed to call from a phone and give a number for the fax to be sent to.

1. Infinity Setup
  - a. In Infinity the account will be programmed one of two ways depending on whether your Infinity system has Rhetorex Voice Board and are on Infinity version 5.11 or higher.
  - b. The first is to have the account setup as an "auto-attend" account. This feature directs an incoming call automatically to the UltraComm inbound line. The dial string will also enter the account number for the account the fax is going to be stored in.
  - c. If you **do** have the Rhetorex Voice Boards and Fax Detect software, then you may program the account to use the Fax Detect option. Place the dial string in the account list. This dial string also must contain the account number. *(An example dial string can be found on the last page of this document)*
2. UltraComm Setup *(Illustration shown on the next page)*
  - a. Using the UltraComm Supervisor program, enter the client number you wish to edit and select OK.
  - b. Enter a client name at the top. This makes maintenance easier in the future.
  - c. You will not select anything in the Delivery Method area. Instead proceed to the tab labeled Inbound Fax.
  - d. Choose the Fax Store and Forward option. This will open new options on the screen.
  - e. There are several ways to deliver the document once it has been received. Your first choice is Default Fax #, enter a fax number for the faxes to be forwarded to once received. Or leave it blank and have it act just like a Fax Mail task.
  - f. You will find you also have the choice to make it a "One Call" account or to allow them to have the faxes go to another number other than the one they are calling from.
  - g. You also have the option to have these faxes print to the default, network or local printer.
  - h. Max # of Documents, allows you to set the maximum number of fax jobs they may store at any one time.
  - i. Also you will find the account number that will be used in your Infinity dial strings set for you. This will always be an 8-digit number. The purpose of the 8 digits is that it uses these unique numbers to determine what type of fax job to do within FaxFacts.



## Section 3

**Fax Store and Deliver** - Fax Store and Deliver is a feature in which inbound faxes are received and sent out of UltraComm as an e-mail. The fax is turned into a .tif file and attached to an e-mail being sent to the client. You also have the option of converting the .tif file into a .pdf file using Adobe Acrobat. This requires a full licensed version of Adobe Acrobat v.4 or better.

1. Infinity Setup
  - a. Infinity the account will be programmed one of two ways depending on whether your Infinity system has Rhetorex Voice Board, Fax Detect feature and are on Infinity version 5.11 or higher.
  - b. The first is to have the account setup as an "auto-attend" account. Auto Attendant automatically dials the number to the UltraComm inbound line. The dial string will also enter the account number for the account the fax is going to be stored in.
  - c. If you **do** have the Rhetorex Voice Boards and the Fax Detect feature, then you may program the account to use Fax Detect option. Place the dial string in the account list. This dial string also must contain the account number. *(An example dial string can be found on the last page of this document)*
2. UltraComm Setup *(Illustration shown on the next page)*
  - a. Using the UltraComm Supervisor program, enter the client number you wish to edit and select OK.
  - b. Enter a client name at the top. This makes maintenance easier in the future.
  - c. You will not select anything in the Delivery Method area. Instead proceed to the tab labeled Inbound Fax.
  - d. From the options listed, choose Fax Store and Deliver.
  - e. In the Forward to area, insert the e-mail address(es) that the fax will be forwarded to.
  - f. You may select the option to e-mail the faxes to clients as PDFs. This requires a fully licensed version of Adobe Acrobat v.4 or better.
  - g. You may select the option to put the fax senders fax number or CSID into the subject field of the e-mail. This is an option; otherwise the subject will be "Forwarded Fax from Account XXXX".
  - h. The Inbound Mailbox is the account number that will be used in the dial string on Infinity.





## Section 5

**Operator Assisted fax on Demand** - This feature allows an Infinity Operator to send a message ticket from the Infinity that will trigger UltraComm to send out a predefined document to a client. You can setup a list of documents from which the operator can select which document to send. You can program a message form in the Infinity for the operator to use to designate the fax number/e-mail address. When the operator sends the message to UltraComm, it will pull the data from the message to send the document to the appropriate destination.

1. Infinity Setup
  - a. Enter a list of documents on the Info pages. The documents must be numbered starting with 1.
  - b. Setup the message form making sure to use the correct embedded commands. An example of these is shown below.

DOCUMENT#:	#
FAX:	# (Faxing)
ADR:	# (Emailing)
2. UltraComm Setup (*Illustration shown on the next page*)
  - a. Using the UltraComm Supervisor program, enter the client number you wish to edit and select OK.
  - b. Enter a client name at the top. This makes maintenance easier in the future.
  - c. You will not select anything in the Delivery Method area. Instead proceed to the tab labeled Modify Message.
  - d. Under Options, select the Search for Imbedded Commands and Imbedded Commands halt standard delivery boxes. This option enables UltraComm to search in the message ticket for imbedded commands.
  - e. The next setup field is used to add the documents to be sent out from this account.
  - f. Select the add button, this will open a window that shows the documents that can be selected. These documents are stored in the C:\Copia\Faxfacts\Image directory.
  - g. Find the document that you listed as document 1 in your Infinity info pages. Highlight the document then you can choose to add a description of the document, select add when ready.
  - h. Repeat as necessary to include all documents.
  - i. Once you're finished adding documents, UltraComm will assign each of them a document#. This is the number that the operator will enter into the message ticket.
  - j. When using the e-mail delivery method, it is **not** necessary to fax the document into UltraComm. The document can be placed in the C:\Copia\Faxfacts\Image directory manually. Documents copied manually will not fax properly and should only be used for e-mail delivery.

**B: Client Name** points to the Client Name field containing 'PRAIRIE PROPERTIES'.

**C: Modify Message** points to the 'Modify Message' button.

**D: Search for Imbedded Commands and Halts Standard Delivery** points to the 'Search For Imbedded Commands' checkbox.

**E: Document list** points to the table listing documents.

**F: Add** points to the 'Add' button below the document list.

**I: Document Numbers** points to the 'Doc#' column of the document list.

The 'Account Setup' dialog box shows the following details:

- Account: 7067
- Billing: 7067
- Client Name: PRAIRIE PROPERTIES
- Passcode: 7067
- Options:
  - Don't Send 'No messages' Message
  - Filter Host Formatting
  - Filter Host Timestamps
  - Add UC Date/Time to Message (for diagnostics)
  - Search For Imbedded Commands
  - Imbedded Delivery Halts Standard Delivery
- Message History:
  - Taken
  - Stored
  - Given
  - Played
  - Copied
  - Disposition
  - Message ANI
  - Copied From
  - Serial #
  - Alpha-Serial #
  - Delivered To
- Document List:
 

Doc#	Description	Include	Path & Filename
2	2 bedroom/1 bath 910 sq. ft		C:\Copia\FaxFacts\Image\910.as...
3	1 bedroom/1 bath 680 sq. ft		C:\Copia\FaxFacts\Image\680.as...

**G: Document list and Description** points to the list of documents and the description field.

The 'Add a fax/email document' dialog box shows the following details:

- Document list:
  - 000000001.1
  - 000000001.2
  - 000000001.tif
  - 000000002.1
  - 000000002.tif
  - 000000003.1
  - 000000003.tif
- Description: 2 bedroom/2 bath 1010 sq. ft
- Always Include

**NOTES:**

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