
Intuity FAX Messaging Administration Addendum
Replacement Sections
(585-310-558ADD)

November, 1995
From: Product
Documentation
Development

Attached are replacement sections for Issue 1 of *Intuity FAX Messaging Administration*, 585-310-558. Please replace the current sections in the book with the attached sections. The table below list the sections and why the replacement should occur.

Table 1: Reasons for Replacing Sections

| Section | Reason for Replacement |
|-------------------|---|
| Table of Contents | A new Table of Contents reflects any page changes that may have occurred. |
| Chapter 2 | The procedure to restart voice mail after administering a call delivery machine. Also, inclusion of the scalld designation for most call delivery machines. |

January 12, 1996

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Contents

This chapter tells you how to:

- Administer the Intuity platform for fax
- Administer the Intuity AUDIX application for fax
- Administer fax for Intuity Message Manager
- Administer subscribers to take advantage of the Intuity fax feature
- Administer guaranteed fax mailboxes

This chapter also provides you with a checklist as a guide for performing initial administration tasks.

For more info: Several tasks contained in this chapter are described in greater detail in corresponding books in the Intuity documentation set. An eyeglass icon identifies these other references.



Initial Fax Administration

Below is the checklist for the preliminary tasks you need to perform to administer the fax feature. Each task corresponds to a section or sub-section in this chapter.

Table 2-1. Initial Fax Administration Checklist

| Task | Comments | Done |
|--|---|------|
| ADMINISTER CALL-DELIVERY MACHINE | | |
| Verify that fax and AMIS are enabled on the Intuity platform | Only AT&T/GBCS personnel can enable the Intuity platform for fax and AMIS | |
| Prepare a fax call-delivery machine | | |
| Administer a fax call-delivery machine | | |
| Enable fax for remote digital machines (if necessary) | | |
| ADMINISTER THE AUDIX PLATFORM FOR FAX | | |
| Identify Called Subscriber Information | | |
| Administer fax Print Prefix | | |
| Administer outcalling | | |
| Enable ports for fax call delivery traffic | | |
| ADMINISTER INTUITY MESSAGE MANAGER FOR FAX | | |

To administer the fax feature, you begin by administering it on the Intuity platform. This involves:

- Confirming that fax and AMIS are enabled
- Preparing a fax call delivery machine
- Enabling fax for remote digital machines (if you use digital networking)

This section describes each of these tasks.

Verifying That Fax and AMIS are Enabled

First make sure that both fax and AMIS are enabled on the Intuity platform. Any Intuity system of release 3.0 or later has fax capability. However, fax capability is an optional feature and must be purchased independently from the base messaging application. This involves a system Right to Use (RTU) fee and an incremental port RTU fee.

⇒ NOTE:

Core voice messaging capabilities are a prerequisite for fax; fax capabilities are not available as a stand-alone application. Because AMIS is necessary

for the fax feature to work, purchasing fax capabilities automatically acquires the AMIS analog networking.

Both the fax feature and AMIS Analog networking must be enabled in order for fax to operate properly. To confirm that AMIS and fax have been enabled for your Intuity platform, do the following:

1. Log into Intuity Administration as sa.
2. Starting at the Intuity Administration menu, select the following menu options:

>Customer/ Services Administration

>Feature Options

The Customer/Services Administration: Feature Options screen appears.

3. Verify that the Fax Feature field is set to ON.
4. Verify that the AMIS Analog Networking field is set to ON.
5. If either of these fields is OFF, and you purchased the fax feature, call AT&T's Technical Service Organization (TSO) to request that fax be enabled for the Intuity platform.

⇒ NOTE:

If you purchased fax with a new system, these two fields should be turned on at the AT&T factory. If you add fax to an existing Intuity system, you must request this feature through the TSO and first pay the Right to Use fee and incremental port fee.

6. Press **CANCEL** (F6) to leave the Feature Options screen and press it again to return to the Intuity Administration menu.

For more info: Chapter 8, "Using Reports," in *Intuity Platform Administration and Maintenance for Release 3.0*, (585-310-557).

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Setting Up a Fax Call Delivery Machine

The Intuity AUDIX system uses the AMIS call delivery feature to print fax messages or to send faxes to endpoints such as fax enabled personal computers or fax attendants. Therefore, to make fax printing work, you must set up at least one AMIS call delivery machine. This is not a real machine. It is, instead, a dummy machine existing only in the AUDIX software. The AUDIX system uses this

identification to recognize the machine's assigned extensions or phone numbers as fax destinations.

You may wish to administer multiple call delivery machines. A typical system will have three machines, one for each of the following purposes:

- Printing within the building, with fax extensions of 3, 4, or 5 digits
- Printing at a local phone number, with fax phone numbers of 7 digits
- Printing at a long distance phone number, with fax phone numbers of 10 digits

Administering a call delivery machine consists of two tasks:

Adding the Call Delivery Machine

Creates the name of the machine. It also lets you define a dialing prefix that the Intuity AUDIX system adds to the fax machine extensions/phone numbers a subscriber enters. This can be necessary, for example, to establish connections to outgoing trunks or to include international access codes.

Adding a Machine Profile

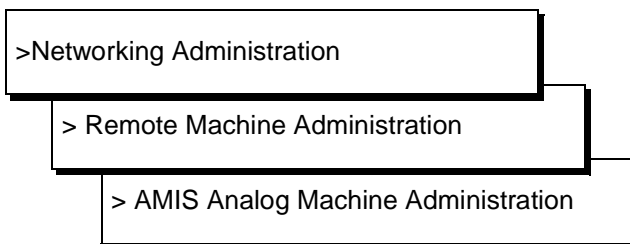
Creates the range of extensions and/or phone numbers a subscriber might enter to print to a fax machine. It also lets you define the number of digits a subscriber must enter to print faxes via this call delivery machine.

These tasks are described below.

Adding the Call Delivery Machine

To prepare a fax-dedicated machine, do the following:

1. Log into Intuity administration as sa.
2. From the Intuity Administration menu, select the following options:



The AMIS Analog Machine Administration screen appears.

```

Networking Administration
Local Machine Administration
>Remote Machine Administration
Networking Channel Administration
Networking Traffic
TCP/IP Administration

AMIS Analog Machine Administration
Machine Name: _
Dial Str:
Message Transmission Schedule (hh:mm, 00:00 - 23:59) :
1: start:  :      end:  :
2: start:  :      end:  :
3: start:  :      end:  :

Enter Machine Name, use <CHOICES> for list
1  2ADD  3CHANGE  4DELETE  5RENAME  6  7FRM-MGMT  8CHG-KEYS

```

3. Enter a name of your choice in the Machine Name field (perhaps *fax1* or *fax2*). The machine name is a convenience to you, so enter a name that is easy to recognize and remember.
You must enter a unique one- to ten-character machine name. Use CHOICES (F2) to view the existing machine names so you can enter a unique name. To access the CHOICES (F2) key, you may need to press CHG-KEYS (F8) first.
4. Enter a string of 1 to 24 characters in the Dial String field. The Intuity system attaches this string to fax machine numbers that subscribers enter. The Intuity AUDIX system then sends the complete number (fax number plus dial string) to the switch, which then dials the fax machine.
You must enter at least one character in this field. If you do not need a dial string, enter "P". "P" specifies a pause of 1.5 seconds.

Three typical examples of dial strings are as follows:

- For printing within the building, you might use "P". This adds a 1.5 second pause before sending the extension number to the switch.
- For printing at a local phone number, you might use 9"P". The 9 in this case would access an outgoing trunk on the switch and then AUDIX would add a 1.5 second pause before dialing out to the local phone number.

- For printing at a long distance phone number, you might use **9”P”1**. This would access an outgoing trunk on the switch, add a pause before dialing out to the long distance number, and add a 1 for long distance access at the phone company. As a result of this dial string, subscribers would have to enter only 9 digits for printing at a long distance fax machine.



NOTE:

The dial string plus the number the subscriber dials must be less than or equal to 24 characters.

5. The message transmission schedule section of the AMIS Analog Machine Administration screen allows you to set time intervals for network communications. Intuity only sends faxes to call-delivery machines during the time intervals or *send times* you specify. Specify the time using a 24-hour or international time clock starting at 00:00 and ending at 23:59. For example, if you want the start time to be 11:00 p.m., enter 23:00 in the start time field. If, however, you want faxes delivered to machines at all hours: start at 00:00 and end at 23:59.

- a. Enter a start time in the `start` field.

Use the format HH:MM where HH stands for hours and MM stands for minutes. Specify the time using a 24-hour or international time clock. For example, if you want the start time to be 11:00 p.m., enter 23:00 in the field.

- b. Enter an end time in the `end` field.

Use the format HH:MM where HH stands for hours and MM stands for minutes. Specify the time using a 24-hour or international time clock. For example, if you want the end time to be 12:00 a.m., enter 00:00 in the field.

If you need to establish multiple send times, repeat the last two steps for the second and third schedules. If you need to establish only one schedule, continue.

Up to three cycles can be defined for each machine that you establish. Cycles may be assigned to avoid toll facilities or periods of heavy traffic if desired. The total time of the cycles can neither exceed 24 hours nor overlap. A cycle can span across midnight.



NOTE:

The times specified must be equal to or a subset of the outcalling transmission times (administered on the System-Parameters-Outcalling AUDIX Administration screen), or the message-delivery messages will never be sent. For example, if you schedule message-delivery messages to be sent anytime during the day (00:00 to 23:59), but outcalling periods are only scheduled from 07:00 to 18:00, message-delivery messages are sent between the hours of 7:00 AM and 6:00 PM.

If all the outcalling ports are busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the message, the system uses the value entered in the `Rescheduling Increments For Unsuccessful Message Delivery` field on the `System Parameters Features` screen of the `AUDIX Administration` menu.

6. When you finish entering information for a remote machine, press `(CHG-KEYS)` (F8) then press `(ADD)` (F3) to enter the information into the system. Press `(CHG-KEYS)` (F8) again to return to the former key set.

After you press the key, the system adds the information and returns you to the `Machine Name` field. You see the following message on your screen:

Machine Added, Enter Machine Name, use <CHOICES> for list

7. For each call-delivery machine you plan to administer, repeat `AMIS Analog Machine Administration` as described above.

 **NOTE:**

To enter information for another call-delivery machine, enter the next remote machine name over the previous name. When you press `(ENTER)` or `(TAB)` to move the cursor to the next field, the information for the previous machine clears from the screen.

8. When you finish entering call-delivery machines, press `(CANCEL)` (F6) until you return to the `Intuity Administration` menu.

Adding a Machine Profile

Now that you have added a fax-dedicated call-delivery machine, you need to identify the extension range and prefixes for the fax endpoints. You do this on the `Machine Profile` screen in `Intuity AUDIX administration`:

1. Enter **change machine *machine_name*** at the `enter` command prompt. After you enter the command, you see the machine-profile screen.

Here, ***machine_name*** is the name of the call-delivery machine you just created (perhaps **fax1** or **fax2**). If you need reminding, use the `list machines` command to display a list of all machines administered on the system.

The machine-profile screen resembles the one shown below:.

```

messngr          Active          Alarms: M A          Logins: 4
change machine ac_local          Page 1 of 2
MACHINE PROFILE

Machine Name: ac_local      Type: calld          Location: remote-analog
Voiced Name? n          Extension Length: 5
Voice ID: 20          Default Community: 1

ADDRESS RANGES
Prefix          Start Ext.  End Ext.  Warnings
1: b          00000          99999
2: f          50000          59999
3: f          80000          99999
4:
5:
6:
7:
8:
9:
10:

enter command: change machine ac_local

```

Figure 2-1. Machine Profile Screen, Page 1

2. Fax call-delivery machines are either of two types: **scalld** or **calld**.

If the extensions/phone numbers to be associated with this machine are for simple fax machines, enter **scalld** in the Type field. For scalld machines, the AUDIX system waits until one call to a specific phone number is finished before it attempts another connection to the same number.

If the extensions/phone numbers associated with this machine can handle several simultaneous calls, enter **calld**. A calld-type machine might be (for example) a multi-point fax server.

3. Press **(TAB)** to move past the Voiced Name field and to the Extension Length field.

(The Voice Name field contains an **n** for the machine since a name has not been recorded for the machine. This field automatically changes to **y** if you record a name for the machine. Once a name has been recorded, you can administer the field from this screen.)

4. Enter a number between 3 and 10 in the Extension Length field.

The extension length identifies the number of digits in the fax machine extensions or phone numbers associated with this call delivery machine. A subscriber must enter this number of digits when specifying a fax machine

number. For example, if the extension length is **10**, the subscriber must enter a 10-digit phone number to print at the fax machine. This would be the case for printing at long distance.

Extension lengths for three typical call delivery machines would be as follows:

- For printing within the building, 3, 4, or 5 digits.
- For printing at a local phone number, 7 digits.
- For printing at a long distance phone number, 9 digits, with a dial string associated with this call delivery machine of 1 for long distance access.

5. Enter the number of the default community of subscribers to which you wish to assign this machine (if any).

A community represents a group of subscribers assigned certain messaging privileges and restrictions. Use the feature to group subscriber types. You can then restrict a group from receiving messages or from sending to other groups. The Community ID field identifies the community to which you wish to assign this machine. For more information on creating communities, refer to Chapter 3, under the heading: "Setting Up Community Sending Restrictions," in *Intuity AUDIX R3.3 Administration and Feature Operations*, (585-310-552).

6. Enter the Address Range(s) for the call-delivery machine.

- a. For address range 1, enter a prefix in the `Prefix` field. This prefix may be up to 23 number(s), letter(s), or a combination of both. Subscribers dial this prefix when printing a fax message. A recommended prefix is **f** (for fax).

 **NOTE:**

For security purposes, you can easily change it so fax printing can be kept among a few subscribers.

- b. Enter the first extension or phone number (up to 10 digits) of the range in the `Start Ext.` field. For example, if you want subscribers to print at fax machines with extensions between 2000 and 3000, enter 2000.
- c. Enter the last extension or phone number of the range in the `End Ext.` field. For example, if you want subscribers to print at fax machines with extensions between 2000 and 3000, enter 3000.
- d. Repeat steps a through c for each address range you wish to specify for this call delivery machine. You may use the same prefix, if desired, for each address range. This will simplify fax printing for subscribers.

Each address range, however, must have the same number of digits. Therefore, a single call delivery machine cannot include both local 3-to-5 digit extensions and 7-digit numbers.

Refer to the following guidelines as you administer the address ranges:

- The number of digits in the Start and End extension fields must match the assigned extension length. Add leading zeros, if necessary, to conform to this requirement.
- To identify a single telephone number or extension, enter the same number as both the starting and the ending extension .
- Call delivery address ranges must be unique; they cannot overlap with other call delivery, networking, or AMIS address ranges.

 **NOTE:**

The Warnings field indicates when a duplicate or overlapping range is being assigned. If you get a warning message, display the List Address-ranges screen to check which extension numbers are in use.

7. Press **NEXTPAGE** (F7) to move to the next page of the screen.
8. Enter **y** for yes in the *Send to Non-Administered Recipients* field. This field should always be set to y for call-delivery machines that transmit faxes. This way, a subscriber is allowed to send to any number in the specified range. (If *n* were entered in this field, specific fax telephone numbers would have to be set up as administered remote subscribers.)
9. When you finish entering call-delivery machine information, press **ENTER** (F3) to save the information in the system database. You receive the following confirmation message and the cursor returns to the command prompt:

Command Successfully Completed
10. Enter **Exit** at the command prompt to leave the Machine Profile screen

Enabling Fax for Remote Digital Machines (Optional)

Digital networking can transmit voice, fax and voice/fax messages. If the remote machine has fax capabilities, and if your subscribers need to exchange faxes with it, follow the procedure below. Using this procedure, you inform your local machine that the remote machine can handle faxes.

For more info: Chapter 8, "Ongoing Machine Administration," in *Intuity AUDIX Digital Networking Administration*, (585-310-533).

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An attempted transmission could also fail if the subscriber receiving the fax or voice/fax message is not fax enabled, as described in *Enabling Subscribers* later in this chapter.

Administering the Intuity AUDIX Application for Fax

Once you have administered the Intuity platform for fax, you need to administer the Intuity AUDIX system for fax capabilities, using the Intuity AUDIX administration screens. This involves:

- Enabling AMIS analog networking
- Administering the fax print prefix (optional)
- Administering outcalling
- Enabling additional ports for call delivery traffic

This section describes each of these tasks.

Enabling Fax/AMIS Networking

1. At the command line, enter **ch sy an** to bring up the Change System-Parameters Analog-Network screen.
2. Enter a default call back number in the first Callback Number fields. The Local Number field requires an entry.
3. Ignoring all other fields enter **y** in the fields marked:
AMIS Analog Networking Incoming Allowed?
AMIS Analog Networking Outgoing Allowed?

⇒ NOTE:

Your changes to this screen do not take effect until you stop and restart the AUDIX system. See “Restarting the Voice Mail System” later in this chapter.

Administering the Fax Print Prefix (Optional)

Use the fax print prefix only where you want subscribers to print via *one* call-delivery machine. It is not usually used except where all traffic is local. The fax print prefix identifies a particular call-delivery machine. This prefix is then prepended to the telephone numbers supplied by subscribers when they print received fax messages.

⇒ NOTE:

The fax Print Prefix (which identifies the call delivery machine to be used for fax call delivery) is used for the three fax printing methods:

- Autoprinting received faxes to the default number, previously specified through the subscriber touchtone interface

- Manually directing faxes to a default number
- Manually directing faxes to an entered number

To administer the fax print prefix, do the following:

1. At the command line, enter **ch sy f** to bring up the Change System-Parameters Feature screen. Repeatedly press **Ⓝ** (F7) until page 4 appears.
 - To disable the print prefix, delete any entry in the `Fax Print Prefix` field on page four.
 - To enable the print prefix, enter the prefix in the `Fax Print Prefix` field on page four. This may be up to 21 digits in length.
2. Press **Ⓜ** (F3) to update the information.

⇒ NOTE:

When you administer a fax print prefix, you must have established a corresponding call delivery machine, by following the instructions already given in this chapter.

Administering Outcalling

The fax feature uses outcalling to deliver a fax message sent by a subscriber, and to print a fax message received by a subscriber. If outcalling is not already administered on your Intuity AUDIX system, perform the procedure in this section.

If you have *already* administered outcalling, you may need to change the Start and End Times for outcalling to allow fax messages to be transmitted and received around the clock.

Additional Ports for Call Delivery Traffic

Since the Intuity AUDIX fax feature relies on call delivery, enabling fax requires additional outgoing ports to handle the increased call delivery traffic that results from transmitting fax messages for printing. Each time a subscriber sends a fax message out for printing (normally to a fax machine, but also to a PC-fax modem or a fax port on a LAN server), the Intuity AUDIX system uses an outgoing voice port.

The Design Center can help you estimate port usage, based on the typical call traffic on your system. The *Intuity New System Planning for Release 3.0*, (585-310-605), also provides information on planning system usage and traffic volume, and how they impact ports.

To administer outcalling, do the following:

1. At the command line, enter **ch sy o** to bring up the Change System-Parameters Outcalling screen.

2. Enter the following information:

- **y** in the Outcalling Active? field.
- Outcalling message times in the Start Time and End Time fields (this limits the times when subscribers can print faxes).
- Outcalling interval in the Interval field(s). This is the interval between outcalling attempts within the specified outcalling period, specified in minutes.
- Number of ports to be available for outbound traffic in the Maximum Simultaneous Ports field. This limit applies to all types of outbound traffic, including new fax call delivery traffic, currently supported outcalling, AMIS, and message delivery traffic.

This number must be greater than one but less than the ports available. This varies with the particular Multiple Application Platform (MAP). MAP100 has a maximum of 64 ports, MAP 40 has a maximum of 42 ports, and MAP5 has a maximum of 12 ports.

- Delay in minutes in the Initial Day field (optional).
- The maximum length of an outcalling number in the Maximum Number Digits field, a value from 3 and 29. This limits outcalling to only local numbers, for example, if this field value is eight.

3. Press **ENTER** (F3) to update the information.

 **NOTE:**

Your changes to this screen do not take effect until you stop and restart the AUDIX system. See “Restarting the Voice Mail System.”

For more info: Chapter 4, “AUDIX Administration,” in *Intuity AUDIX R3.3 Administration and Feature Operations*, (585-310-552).

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Restarting the Voice Mail System

You must stop and restart the voice mail system before changes to AMIS networking and outcalling can take effect. To restart the voice mail system, do the following:

1. At the command line of an AUDIX administration screen, type **reset voice-mail restart**.

The following screen appears:

```
drbig1           Active           Alarms: MmWA           Logins: 5
reset voice-mail restart           Page 1 of 1
                RESET SYSTEM RESTART

WARNING - Pressing [Enter] now causes the AUDIX system to be restarted.
          The restart cannot be cancelled after [Enter] has been pressed.

          The restart will be performed in a camp-on manner.

          Press [Cancel] to avoid doing the restart.

enter command: reset voice-mail restart
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

2. Press **ENTER** (F3).

The following screen appears, followed by a status initialization prompt.

```

drbig1           Active           Alarms: MmWA           Logins: 4
reset voice-mail restart           Please Wait
4GGSTATUS           RESET SYSTEM RESTART

    Remaining voice ports active: 0
    Remaining networking ports active: 0

    Tape operation in prformed in a camp-on manner.

    Press [Cancel] to avoid doing the restart.

    █

Command Successfully Completed
enter command: reset voice-mail restart
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

3. Wait for the cursor to return to command line.

When the cursor returns to the command line, the restart is complete.

Administering Fax for Intuity Message Manager

Administering Intuity Message Manager for fax is the same as administering it for voice messaging. Beyond administering fax as set out above, no specific fax administration is necessary for Intuity Message Manager, however, the following criteria are necessary for fax to run on Message Manager:

- Purchase and enable fax on the Intuity platform.
- Purchase and install the *fax* version of Intuity Message Manager *R2.0, or newer release*.
- Administer Intuity AUDIX for Intuity Messaging Application Interface Program (IMAPI), using the System-Parameters Imapi-Options screen.

For more info: See also:
 Chapter 4, "AUDIX Administration," in *Intuity AUDIX R3.3 Administration and Feature Operations*, (585-310-552).

 NOTE:

As with the Intuity Platform, handling fax messages on the PC requires additional space. Refer to the *Intuity Message Manager Release 2.0 User's Guide*, (585-310-731), for more information.

Administering Subscribers for Fax

Fax can be administered per subscriber, or it can be administered for a Class of Service. Also, you can administer a separate, secondary fax extension for heavy fax users. This section tells you how to perform these three tasks.

Enabling an Individual Subscriber for Fax

Once you have administered fax on the Intuity platform, you are ready to enable Intuity subscribers so that they can use this feature. To do so, perform the following steps:

1. If you are not already in the Intuity AUDIX Administration menu, access it from the Intuity Administration menu.
2. At the command line, enter **ch sub *name*** or **ch sub *number*** to bring up the Subscriber screen

3. Press **(NEXTPAGE)** (F7). A screen similar to the following appears:

```

messngr           Active           Alarms: Mm A           Logins: 8
change subscriber 84804           Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension
System Multilingual is ON           Login Announcement Set: System
Call Answer Language Choice? n      Call Answer Primary Annc. Set: System
Call Answer Secondary Annc. Set: System
PERMISSIONS Type: call-answer       Announcement Control? n
Outcalling? y           Priority Messages? y       Broadcast: none
IMAPI Access? y        IMAPI Voice File Transfer? y       Fax? y
INCOMING MAILBOX           Order: fifo               Category Order: nuo
Retention Times (days), New: 60    Old: 30                   Unopened: 30
OUTGOING MAILBOX           Order: fifo               Category Order: undfa
Retention Times(days), File Cab: 60  Delivered/Nondeliverable: 5
Voice Mail Message (seconds), Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
End of Message Warning Time (seconds):
Maximum Mailing Lists: 25           Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 2400 Minimum Guarantee: 0
enter command: change subscriber 84804
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 2-2. Change Subscriber Screen, Page 2

4. Enter **y** in the Fax? field (under PERMISSIONS), on the illustrated screen.
5. Expand message capacities to the larger of:
 - Double voice-only capacities to allow for both voice and fax messages. For example, change Maximum Message Lengths of 700 seconds to 1400 seconds.
 - At least 20 minutes of capacity to allow for both voice and fax messages. In this case, enter Maximum Message Lengths of 1200 seconds.
6. Expand the mailbox capacity to the larger of:
 - Double the larger message capacity to allow for both voice and fax messages. For example, if the longer Maximum Length just entered was 1400 seconds, set mailbox size to 2800 seconds.
 - At least 40 minutes of capacity to allow for both voice and fax messages. In this case, enter a Mailbox Size of 2400 seconds.
7. Press **(ENTER)** (F3) to update the information.



NOTE:

Enabling a subscriber for fax has no effect unless fax has *first* been purchased, installed, and enabled for the Intuity platform.

Enabling a Class of Service for Fax

You can also enable fax for a Class of Service by doing the following:

1. If you are not already in the Intuity AUDIX Administration form, access it from the Intuity Administration menu.
2. At the command line, enter **ch cos *cos-number*** to bring up the Class of Service screen.

A screen similar to the following screen appears:

```

messngr          Active          Alarms: M A          Logins: 4
change cos N          Page 1 of 2
          CLASS OF SERVICE

          Name: N          COS Number: 0          Modified? y
Addressing Format: extension

          Login Announcement Set: System
System Multilingual is ON          Call Answer Primary Annc. Set: System
Call Answer Language Choice? n          Call Answer Secondary Annc. Set: System

PERMISSIONS Type: call-answer          Announcement Control? n
  Outcalling? y          Priority Messages? y          Broadcast: none
  IMAPI Access? y          IMAPI Voice File Transfer? y          Fax? y

enter command: change cos N
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 2-3. Change COS Screen, Page 1

3. Enter **y** in the Fax? field under PERMISSIONS.
4. Press **(ENTER)** (F3) to update the information.



NOTE:

Enabling a class of service for fax has no effect unless fax has first been purchased, installed, and enabled on the Intuity platform.

Administering a Secondary Fax Extension

Subscribers who receive a large number of faxes may wish to have a separate, secondary fax extension. This is a secondary extension dedicated to incoming fax calls. Only faxes can be received by such extensions, voice messages cannot be recorded, and other subscribers cannot address messages to this extension.

A secondary fax extension is administered on the switch as a phantom extension with a direct inward dialing number. This extension is setup to cover directly to AUDIX. This way, the secondary fax extension can be dialed as if it were a facsimile machine. To administer a secondary fax extension on the Intuity system, you set up a second, fax-dedicated extension for a subscriber's mailbox, so that the subscriber has *two* extensions and *one* mailbox.

The primary extension is administered for Call Answer, Personal Greetings, and other voice mail services; while the secondary fax extension provides only a brief greeting that reveals the subscriber's name and invites you to leave a fax.

To administer a secondary fax extension, do the following:

1. Have the switch administrator create a phantom extension with a direct inward dialing number for the subject subscriber. Note the extension number created.
2. Have the switch administrator administer the phantom extension to cover directly to the Intuity system.
3. If you are not already in the Intuity AUDIX Administration menu, access it from the Intuity Administration menu.
4. At the command line, enter **ch sub *name*** or **ch sub *number*** to bring up the Subscriber screen. (Here, *number* is the main extension number of the subscriber, not the secondary extension number.)

A screen similar to the following screen appears:

```
messngr      Active      Alarms: Mm A      Logins: 7
change subscriber 84804      Page 1 of 2
SUBSCRIBER
Name: Barton, Clara      Locked? n
Extension: 84804      Password:
COS: N      Miscellaneous:
Switch Number: 13      Covering Extension:
Community ID: 1      Broadcast Mailbox? n
Secondary Ext: 88332
enter command: change subscriber 84804
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

Figure 2-4. Change Subscriber Screen, Page 1

5. Tab to the Secondary Ext. field and type the number of the subscriber's secondary fax extension. (This may be a three to ten digit number, but it must have the same number of digits as the primary extension.)
6. Press **(ENTER)** (F3) to update the information.

Administering Guaranteed Fax

Guaranteed Fax provides coverage for busy or out-of-service fax endpoints, such as a stand-alone fax machine or a fax modem on a PC. Guaranteed Fax uses a mailbox to which faxes are redirected while the fax endpoint is busy. This Guaranteed Fax mailbox is used for temporary storage for a fax, followed by autoprinting back to the originally-called fax endpoint.

Guaranteed Fax can be administered as an ordinary mailbox or as a secondary extension. Each method has its advantages.

In either case, the fax endpoint is set up on the switch for call coverage to AUDIX so that, while the fax endpoint is busy, an incoming fax is directed into the AUDIX mailbox.

Administered as an ordinary mailbox, the fax endpoint is treated as an Intuity extension. Intuity messaging can be used with this number exactly as it can be for any Intuity subscriber. For example, a fax can be sent directly to the fax endpoint's extension as a message to an Intuity extension. On the other hand, voice messages sent to this mailbox (perhaps as attachments to forwarded fax messages) remain in the mailbox using up its maximum size. Such messages have to be manually deleted by the Intuity administrator.

Administered as a secondary fax extension, the fax endpoint is treated as a printer. Voice components of an incoming call are ignored. The fax data are recorded and the fax endpoint is repeatedly tried until the fax can be delivered. There is no provision, however, for using the messaging features of Intuity.

Guaranteed Fax as an Intuity Subscriber

To administer Guaranteed Fax as an ordinary subscriber, you add a subscriber in the usual way and administer the subscriber for fax on the second screen of the add (or change) subscriber form as described earlier in this chapter. Finally, you activate autotyping and autodelete for this subscriber.

To administer a fax endpoint as an Intuity AUDIX subscriber, do the following:

1. Have the switch administrator administer the facsimile machine's extension for call coverage to AUDIX.
2. If you are not already in the Intuity AUDIX Administration menu, access it from the Intuity Administration menu.
3. Enter **add sub extension** to bring up the Add Subscriber screen. (Here, *extension* is the number of the facsimile machine.)
4. Add an AUDIX subscriber as described in *Intuity AUDIX R3.3 Administration and Feature Operations*, (585-310-552).

5. Press **NEXTPAGE** (F7). A screen similar to the following appears:

```

messngr          Active          Alarms: Mm A          Logins: 9
add subscriber          Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension
System Multilingual is ON          Login Announcement Set: System
Call Answer Language Choice? n    Call Answer Primary Annc. Set: System
Call Answer Secondary Annc. Set: System
PERMISSIONS Type: call-answer          Announcement Control? n
Outcalling? y          Priority Messages? y          Broadcast: none
IMAPI Access? y          IMAPI Voice File Transfer? y          Fax? y
INCOMING MAILBOX          Order: fifo          Category Order: nuo
Retention Times (days), New: 2          Old: 1          Unopened: 1
OUTGOING MAILBOX          Order: fifo          Category Order: undfa
Retention Times(days), File Cab:          Delivered/Nondeliverable: 5
Voice Mail Message (seconds), Maximum Length: 240 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
End of Message Warning Time (seconds):
Maximum Mailing Lists: 25          Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 3600          Minimum Guarantee: 0
Press [ENTER] to execute or press [CANCEL] to abort
enter command: add subscriber
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 2-5. Add Subscriber Screen, Page 2

6. Enable the new subscriber for fax as previously described in this chapter.
7. Set Retention Time to only two or three days, however, to avoid accumulating undeleted messages.
8. Expand call-answer message length to 1200 seconds.
9. Expand mailbox size to 3600 seconds.

Use the (telephone) subscriber interface to:

1. When the system asks for your name reply with the name of the fax endpoint (for example, *Sales Dept. fax machine*).
2. Record a greeting that identifies the fax endpoint.
3. Activate autoprinting from the mailbox (to the specified fax endpoint).
4. Enter the fax endpoint extension as the default fax machine.
5. Activate Autodelete, which helps to keep the mailbox from exceeding maximum storage.

Guaranteed Fax as a Secondary Extension

To administer Guaranteed fax as a secondary fax extension, add a subscriber with an extension number that is within the range of numbers in the Intuity dial plan, but not with an extension number recognized by the switch. The number of the fax endpoint is entered on the first page of the add (or change) subscriber form as the secondary extension of this non-existent subscriber.

To administer a fax endpoint as a secondary fax extension, do the following:

1. Have the switch administrator administer the facsimile machine's extension for call coverage to AUDIX.
2. If you are not already in the Intuity AUDIX Administration menu, access it from the Intuity Administration menu.
3. Enter **add sub extension** to bring up the Add Subscriber screen. (Here *extension* is a number in the Intuity dial plan, but not in the dial plan of the switch.)
4. Add an AUDIX subscriber as described in *Intuity AUDIX R3.3 Administration and Feature Operations*, (585-310-552).
5. Enter the facsimile machine's extension number as a secondary extension as just described under "Administering a Secondary Fax Extension."

Use the (telephone) subscriber interface to:

1. When the system asks for your name reply with the name of the fax endpoint (for example, *Sales Dept. fax machine*).
2. Record a greeting that identifies the fax endpoint.
3. Enter the fax endpoint extension as the default fax machine.
4. Activate autoprinting from the mailbox (to the specified endpoint).
5. Activate Autodelete which helps to keep the mailbox from exceeding maximum storage.

Guaranteed Fax Considerations

There are several considerations when implementing Guaranteed Fax. The interaction of the fax endpoint's extension and this fax mailbox requires periodic monitoring. See also Chapter 3, "Preventative Maintenance":

- The fax endpoint's mailbox must be large enough to temporarily store a potentially large number of fax files.
- Faxes which have somehow not been removed by autodelete must be manually deleted periodically, otherwise the mailbox could be filled to maximum capacity.

- The mailbox must be periodically monitored for voice messages. These come into the mailbox as part of a voice/fax message, but are never removed by autodelete.
- The fax machine's paper supply and toner cartridge must be periodically monitored. If the fax machine is out of paper, the Guaranteed Fax mailbox will fill up with faxes which cannot be printed.

