

Fax Messaging allows users to receive faxes over a dedicated phone number, and manage them similarly to the way that voice messages are managed.

When a user is assigned the Fax Messaging service, the administrator assigns a second phone number to the user specifically for the fax service. This number cannot be the same as that used for voice calls.

Setting up Fax Messaging

1. Access the Web Portal at <http://voice.dscinet.com>. Log in using your user name and password
2. Click Messaging under the main menu options.
3. Click the check box "E-mail a carbon copy of the message to" and enter the e-mail address for fax delivery. (See 1 below.)

The system will now send fax messages to this e-mail mailbox. An image of the fax itself will be attached as a TIFF file. Faxes can be viewed and printed using any software that can display TIFF files (i.e., Windows Paint, Windows Picture and Fax Viewer.)

NOTE: The system handles both voice and fax messages in the same way. This option must be selected in order to receive fax messages by e-mail. By doing so, voice messages will also copy to e-mail.)

Setting up Fax Notification

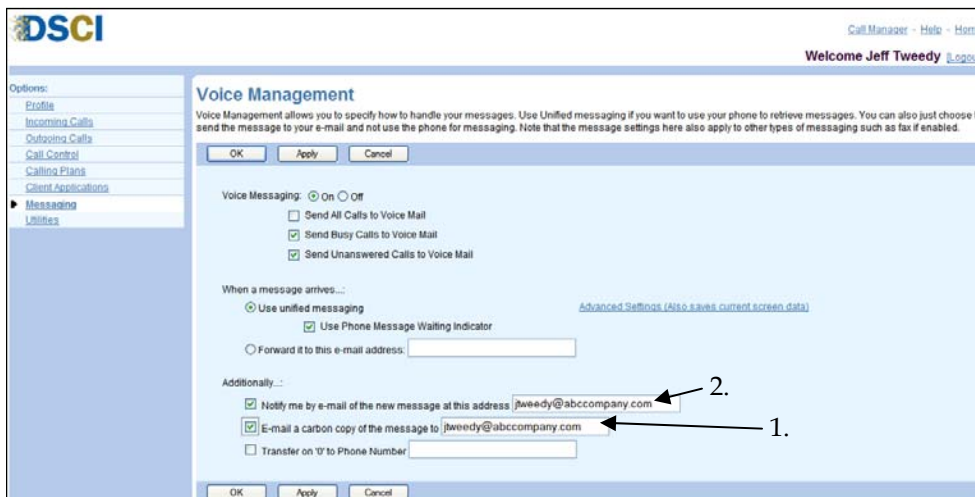
When a fax is received, the phone's message waiting indicator will light. In addition, the option of checking "Notify me by e-mail of a new message at this address" sends notification to the e-mail address indicated when a fax is received. (See 2 below.) The body of the e-mail indicates that the message attachment is a fax and will also include the calling number and the time/day it was received. The fax document itself is not attached to this e-mail notification. (This option is required to receive confirmation when printing to a fax machine. See "Printing a Fax.")

Managing Faxes through the Voice Portal

Faxes that have been received at a user's mailbox can be retrieved via the Voice Portal just as voice messages can. The message envelope includes an indication that the message is a fax. For example, "First message, fax."

After the message envelope plays, the following options are available:

- Save the fax and skip to the next message by pressing #.
- Go to the next message by pressing 4.
- Repeat envelope by pressing 5.
- Go to the previous message by pressing 6.
- Erase the fax by pressing 7.
- Print the fax by pressing 8.
- Return to the previous menu by pressing *.



Setting up Fax Messaging through the Web Portal is required to receive the fax as a TIFF file attached to e-mail.



Printing a Fax

To print a fax, the user can employ one of the methods described below:

1. If viewing the fax document (received as an e-mail attachment) through a software application that supports printing, use the “print” function to send to a regular printer.
2. If accessing a fax message through the Voice Portal, faxes can be printed by forwarding to a working fax machine for printing. Press 8 to “print the fax” and enter the phone number of the fax machine followed by the # sign.

If the voice messaging profile is configured for message notification (*see Setting up Fax Notification*), a confirmation will e-mail indicating whether or not the outgoing fax was successfully sent.

NOTE: *Faxes must be regularly cleared from the voice mail box to be sure size limits for the box are not exceeded. If a box is over the limit, the box will not be able to receive voice or fax messages.*