

## Avaya Modular Messaging Native Fax Release 4.0

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### Configuration

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**1. Pre-requisites –**

1. Ensure that the Fax machine configuration is supported by **Avaya Modular Messaging**. For supported configurations, visit <http://support.avaya.com>.

**2. Connect to Modular Messaging Fax Printer from a Client Machine –**

Perform one of the following instructions depending upon your Windows version:

<b>Windows XP</b>	<b>Windows Vista</b>
<ol style="list-style-type: none"> <li>1. Select <b>Start -&gt; Settings -&gt; Printers and Faxes</b>.</li> <li>2. Select <b>Add printer</b>.</li> <li>3. Select <b>Next</b>.</li> <li>4. Select a <b>Network Printer</b> and select <b>Next</b>.</li> <li>5. Select <b>Connect to this printer</b> and enter the fax printer name in the format <b>\\machine-name\xfax-printer-name</b>. Select <b>Next</b>.</li> <li>6. Modular Messaging for MSS only: When prompted to connect to an account, enter the <b>Client Machine Windows Account Name</b> (the account they are currently logged in as) and it's associated <b>Password</b>.</li> <li>7. Select <b>No</b> for <b>Do you want this as the default printer</b> prompt.</li> <li>8. Select <b>Next</b>.</li> <li>9. Select <b>Finish</b>.</li> </ol>	<ol style="list-style-type: none"> <li>1. Select <b>Start -&gt; Control Panel -&gt; Hardware and Sound</b>.</li> <li>2. Select <b>Add a printer</b>.</li> <li>3. Select <b>Next</b>.</li> <li>4. Select a <b>Network Printer</b> and select <b>Next</b>.</li> <li>5. Enter the fax printer name in the format <b>\\machine-name\xfax-printer-name</b>. Select <b>Next</b>.</li> <li>6. Select <b>No</b> for <b>Do you want this as the default printer</b> prompt.</li> <li>7. Select <b>Next</b>.</li> <li>8. Select <b>Finish</b>.</li> </ol>

**3. View Fax Authorization Code (FAC) from the Client Machine –**

**Note:**

1. The **FAC** is not required for subscribers of **Modular Messaging - Microsoft Exchange** version. Your Windows credentials are used to authenticate you for the purpose of sending faxes.
2. You can use the Subscriber Options or Web Subscribers Options to download the **FAC** on your machine.

1. To view FAC using
  - a. Web Subscriber Option (WSO), go to **WSO Home page -> My Experience -> Fax Printing -> Fax Authorization code** field.
  - b. Subscriber Option (SO), go to **Fax Access tab -> Fax Authorization code** field.

This is a one time activity and the FAC is populated automatically during the first time this page/tab is selected.

**4. Send / Receive Fax from the Client Machine –**

Perform one of the following instructions depending upon your Windows version:

<b>Windows XP</b>	<b>Windows Vista</b>
<ol style="list-style-type: none"> <li>1. Select the document to be faxed.</li> <li>2. From the <b>File</b> Menu, select <b>Print</b>.</li> <li>3. Select <b>Fax</b> printer. This will display the <b>Send Fax Wizard</b>. Click <b>Print</b>.</li> <li>4. Select <b>Next</b>. This displays the <b>Recipient Information</b> dialog.</li> <li>5. On the <b>Recipient Information</b> dialog, enter the <b>Name</b> and the <b>Fax Number</b> of the recipient, or click <b>Address Book</b> to select a recipient.</li> <li>6. Click <b>Next</b>. This displays the <b>Cover Page</b> dialog.</li> <li>7. To append a cover page to the fax message, complete the required information on the <b>Cover Page</b> dialog.</li> <li>8. Click <b>Next</b>. This displays the <b>Sender Information</b> dialog.</li> <li>9. Enter the Sender Information and the <b>Fax Authorization Code (FAC)</b> in the <b>Billing Code</b> field.</li> </ol> <p><b>Note:</b> You are prompted to enter the <b>Sender Information</b> and the <b>Fax Authorization Code</b>, the first time you want to send a fax message. This information is automatically used for each subsequent fax print request.</p> <ol style="list-style-type: none"> <li>10. Click <b>Next</b>. This displays the <b>Fax Schedule</b> dialog. Specify when you want your fax to be sent and set the fax priority.</li> <li>11. Click <b>Next</b> to complete fax creation.</li> <li>12. Click <b>Finish</b> to send your fax.</li> </ol> <p><b>Note:</b> You can monitor the progress of your fax message on the <b>Fax Console</b>. Once you send a fax message, the <b>Modular Messaging Fax Sender Service</b> sends a fax delivery status notification message (fax delivery successful or failed) to your <b>Modular Messaging</b> mailbox.</p>	<ol style="list-style-type: none"> <li>1. Select the document to be faxed.</li> <li>2. From the <b>File</b> Menu, select <b>Print</b>.</li> <li>3. Select <b>Fax</b> printer. This will display the <b>Fax Setup wizard</b>.</li> <li>4. Choose <b>Connect to a Fax Server on my network</b>.</li> <li>5. Enter the MAS server name having the fax printer shared on it</li> <li>6. Choose a name to identify this MAS Server.</li> <li>7. Click <b>Done</b>.</li> <li>8. Go to Tool -&gt; <b>Sender Information Fax</b> dialog.</li> <li>9. Enter the Sender Information and the <b>Fax Authorization Code (FAC)</b> in the <b>Billing Code</b> field.</li> </ol> <p><b>Note:</b> You are prompted to enter the <b>Sender Information</b> and the <b>Fax Authorization Code</b>, the first time you want to send a fax message. This information is automatically used for each subsequent fax print request.</p> <ol style="list-style-type: none"> <li>10. Click <b>Ok</b>. This displays the <b>NewFax</b> message with the selected document as an attachment. Specify the fax recipient, when you want your fax to be sent and set the fax priority.</li> <li>11. Click <b>Ok</b> to complete fax creation.</li> <li>12. Click <b>Send</b> to send your fax.</li> </ol> <p><b>Note:</b> You can monitor the progress of your fax message on the <b>Fax Console</b>. Once you send a fax message, the <b>Modular Messaging Fax Sender Service</b> sends a fax delivery status notification message (fax delivery successful or failed) to your <b>Modular Messaging</b> mailbox.</p>

5. **Troubleshooting: Ask your System Administrator to:**

1. Ensure that the Modular Messaging Fax Sender Services is available
2. In **VMSC**, check that there is a General tab for the fax configuration node.
3. **Modular Messaging Fax Sender Service** must be available to send / receive fax.
4. The local IT organization must create a one-way trust between the private windows domain on which the MM is installed and the corporate windows domain which the users of their organization log into and use.
5. For MSS, the subscriber's **Class Of Service (COS)** should allow sending / receiving fax.
6. Ensure that the Fax machine configuration is supported by **Avaya Modular Messaging**. For supported configurations, visit <http://support.avaya.com>.
7. To enable sending fax from the client machine, ensure that the following procedures are complete:
  - a. Configuring the Modular Messaging Fax Service
  - b. Sharing the Modular Messaging Fax Printer

For more instructions, refer to the Installation and Upgrade guide for your message store.