

FAX Messaging and Fax Extended Dialing Printable Guide

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About This Topic Guide

Overview

This Topic Guide includes information relating to a specific portion of the Intuity AUDIX system documentation. It is intended to provide a printable guide for use when the online system is not readily available.

Note:

The online version is the primary documentation delivery. Whenever possible, the online version should be used.

Navigating This Topic Guide

This Topic Guide contains the following navigation aids:

- Table of Contents
- Index
- Underlined text

Table of Contents

The Table of Contents, located at the beginning of the Topic Guide, lists the high-level information contained within the guide.

Index

The Index, located at the end of the Topic Guide, alphabetically lists all of the information contained within the guide.

Underlined Text

Some of the text in this Topic Guide is underlined. In the online format, this underlined text provides a link to the related information. The majority of this related information has been included in this Topic Guide. If you see underlined text when you are using a print copy of this guide, use the Table of Contents or Index to locate the related information.

Note:

The online version is the primary documentation delivery. Some of the related information might not be included in this Topic Guide. Whenever possible, the online version should be used.

This Topic Guide was intended to be printed. While some of the underlined text enables you to click to access related information, most of the underlined text is not functional. If you see underlined text that you want to learn more about, check the online version Table of Contents or Index to locate the information.

FAX Messaging

Overview of FAX Messaging

This section explains how to administer and maintain the Intuity AUDIX system for the FAX Messaging feature. Topics include:

- Determining FAX Messaging Installation Type (page 2)
- Administering Intuity AUDIX for FAX Messaging (page 3)
- Administering the Avaya Intuity Platform for FAX Messaging (page 8)
- Administering Subscribers for FAX Messaging (page 19)
- Administering Guaranteed Fax (page 23)
- Administering Avaya Intuity Message Manager for FAX Messaging (page 27)
- Preventive Maintenance and Troubleshooting (page 28)

Determining FAX Messaging Installation Type

There are two types of FAX Messaging Installations:

Standard FAX Messaging, described in this section,	<p>Which supports:</p> <ul style="list-style-type: none">■ Local addressing■ 10-digit addressing■ Intuity AUDIX telephone interface, Aria on Intuity telephone interface, and Message Manager graphical interface■ Fax prefix specific to your company (required) <p>But does not support:</p> <ul style="list-style-type: none">■ Addressing to telephone numbers of more than 10 digits
Fax Extended Dialing, new with Release 5.1 of Intuity AUDIX and described in Fax Extended Dialing ,	<p>Which supports:</p> <ul style="list-style-type: none">■ Local addressing■ Addressing up to 23 digits■ Intuity AUDIX telephone interface■ **5 addressing shortcut (required)■ Message Manager 4.6 and later <p>But does not support:</p> <ul style="list-style-type: none">■ Aria on Intuity telephone interface

Both types of installation can function on a system at the same time. Depending on your situation, you can choose either one or both types of installation. To determine which FAX Messaging installation type is appropriate, consider which interfaces subscribers use and what type of addressing is required for sending faxes:

If subscribers use these interfaces:	And subscribers need to address or print faxes to the following types of numbers:	Then perform this installation type:
Intuity AUDIX telephone interface Aria on Intuity telephone interface Message Manager Release 4.5.6 or earlier	intracompany local 10-digit	<ul style="list-style-type: none">■ FAX Messaging, starting with Administering Intuity AUDIX for FAX Messaging (page 3)

If subscribers use these interfaces:	And subscribers need to address or print faxes to the following types of numbers:	Then perform this installation type:
Intuity AUDIX telephone interface Aria on Intuity telephone interface Message Manager Release 4.5.6 or earlier	intracompany local 10-digit more than 10 digits	<ul style="list-style-type: none"> ■ FAX Messaging, starting with Administering Intuity AUDIX for FAX Messaging (page 3) ■ Fax-Extended Dialing
Intuity AUDIX telephone interface Message Manager Release 4.6 or later	intracompany local 10-digit more than 10 digits	<ul style="list-style-type: none"> ■ Fax-Extended Dialing

Administering Intuity AUDIX for FAX Messaging

To administer the fax feature, you need to administer the Intuity AUDIX system for fax send-and-receive capabilities. This involves:

- Confirming that fax and AMIS analog networking are turned on
- Enabling AMIS analog networking
- Administering outcalling
- Enabling additional ports for fax call delivery traffic

This section describes each of these tasks.

Verifying That Fax Capability Is Turned On

First check your Intuity AUDIX system and make sure that the FAX Messaging package has been turned on. FAX Messaging is an optional feature and must be purchased independently from the basic messaging application.

Core voice messaging capabilities are a prerequisite for FAX Messaging; fax capabilities are not available as a stand-alone application. AMIS analog networking is required for FAX Messaging to work and is a standard feature of the Intuity AUDIX system.

To verify that FAX Messaging is turned on for your Intuity AUDIX platform:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

Feature Options

The system displays the Feature Options Window (page 37).
2. Verify that the `Fax` field is set to ON.
3. If the `Fax` field is OFF and you purchased the FAX Messaging feature, call the support center to request that FAX Messaging be turned on for your Intuity AUDIX platform.
4. Press F1 (Acknowledge Message) then press F6 (Cancel) to return to the Avaya Intuity Main Menu (page 36).

Enabling AMIS Analog Networking

AMIS analog networking is turned on at the factory. However, you must administer your system to enable it to take advantage of the AMIS analog networking functionality.

To enable AMIS analog networking:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).
2. At the `enter command:` prompt, enter **change system analog**

The system displays the Change System Parameters Analog Network Screen (page 39).
3. Enter **y** in the following fields:
AMIS Analog Networking Incoming Allowed?
AMIS Analog Networking Outgoing Allowed?

Note:
If you are using only AMIS analog networking for the delivery of fax messages, AMIS Analog Networking Incoming Allowed? can be set to **n** (no).
4. Press F3 (Enter) to save the information in the system database.
5. Enter **exit** or another administrative command at the `enter command:` prompt.

Note:

The system changes you made to this screen do not take effect until you [restart the AUDIX system](#).

Enabling FAX Messaging for Remote Digital Machines (Optional)

Digital networking can transmit voice, fax, email, and combined voice/fax/email messages. However, the fax delivery prefixes you administer when setting up the AMIS analog networking machines are not used to send fax messages over the digital network. Digital networking is not used when analog functionality is required, such as when printing a fax message. Fax messages are printed via AMIS analog networking call delivery.

If a remote digital machine has fax capabilities and if your subscribers exchange faxes with it, complete the procedure below to give your local machine the ability to send fax messages to the remote machine.

Note:

When you are designing your Avaya Intuity fax delivery system, note any digital networking prefixes that you have administered or might require. Remember that the digital networking machines, Avaya Intuity fax delivery machines, and AMIS analog networking machines cannot have overlapping prefixes.

1. Start at the Avaya Intuity Main Menu (page 36) and select:

Networking Administration
Remote Machine Administration
Digital Network Machine Administration

The system displays the Digital Network Machine Administration Window (page 40).

2. In the `Machine Name:` field, enter the name of the remote machine you want to enable for FAX Messaging, or press F2 (Choices) to select from a list of remote machines.
3. Press the TAB key to move to the `Send Multimedia Messages?` field and type `y` in the field.
4. Press F2 (Add) to update the information in the system database.
5. Press F6 (Cancel) repeatedly to return to the Avaya Intuity Main Menu (page 36).

Enabling fax message delivery with the Digital Network Machine Administration window gives the local machine the ability to send fax messages to the remote machine. It does not enable the remote machine to receive fax messages. If the remote system is not fax enabled or is not fax

capable (for example, if the remote machine is a version 1 or 2 Avaya Intuity system), faxes sent from your local machine will fail.

An attempted transmission will also fail if the subscriber receiving the fax or voice/fax message is not fax enabled, as described in [Enabling FAX Messaging on an Individual Basis](#) (page 20).

Administering Outcalling for Fax Call Delivery

The FAX Messaging feature uses outcalling to deliver a fax message sent by a subscriber. In some cases, it also uses outcalling to print a fax message received by a subscriber. If outcalling is not already administered on your Intuity AUDIX system, complete the procedure in this section.



SECURITY ALERT:

Allowing the use of outcalling before it is properly administered can lead to toll fraud. You are responsible for administering your Avaya messaging system to prevent unauthorized usage. In particular, you should administer your system to block 900 and 01411 numbers. For detailed information, see [System Security](#).

Setting the Outcalling Schedule

If you have already administered outcalling, you might need to change the start and end times for outcalling to allow fax messages to be transmitted and received around the clock or during other specified times. Fax messages are transmitted only during the times allotted for outcalling.

Setting the Retry Increments

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 makes additional attempts. The time between attempts is set in the `Rescheduling Increments For Unsuccessful Message Delivery` field on page 3 of the `System Parameters Features` screen. See [Checking Message Delivery Increments \(Retry Schedule\)](#) (page 32) to change this setting.

Enabling Additional Ports for Fax Call Delivery Traffic

The Intuity AUDIX FAX Messaging feature relies on call delivery. Therefore, enabling FAX Messaging 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, the Intuity AUDIX system uses an outgoing voice port. This is true whether the fax message goes to a fax machine, a fax modem on a personal computer, or a fax port on a LAN server.

Avaya Professional Services can help you estimate port usage, based on the typical call traffic on your system. This involves obtaining a `Feature Daily Traffic Report` from you to determine the maximum average ports in use for your system. From this, your grade of service (GOS) during the busiest hour and the number of ports required to support this amount of traffic can be calculated. Avaya recommends a GOS of 0.05. See [Feature Daily Traffic Report](#) for information on running the report.

[FAX Messaging Concepts](#) also provides information on planning system usage and traffic volume and how they impact ports.

Changing the Outcalling Settings

To change the outcalling settings for FAX Messaging:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

2. At the `enter command:` prompt, enter **change system outcalling**

The system displays the Change System-Parameters Outcalling Screen (page 41).

3. Enter the following information:

- **n** in the `Outcalling Active?` field. (This field should remain **y** if you have previously administered your system to use the outcalling feature.)
- Outcalling message times in the `Start Time:` and `End Time:` fields. This limits the times that subscribers can print faxes. To make it possible for subscribers to print at any time, enter **00:00** in the `Start Time:` field and **23:59** in the `End Time:` field.
- Outcalling interval in the `Interval` field, specified in minutes. This is the interim between outcalling attempts within the specified outcalling period.
- Number of ports to be dedicated to 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 analog networking, and message delivery traffic.

Tip:

You can check how many voice ports are available for your system by choosing `Feature Options` from the Avaya Intuity Main Menu (page 36).

This number must be greater than 1 but less than the number of ports available. This varies with the type of platform on which the Avaya Intuity system is installed.

- A value between 0 and 60 minutes in the `Initial Delay:` field (optional). The initial delay is the number of minutes that must elapse after a message is delivered before the first outcall occurs.

Tip:

You can use this field to have the system delay outcalls to subscribers who have just received call-answer messages.

- The maximum length of an outcalling extension number in the `Maximum Number Digits:` field. This number must be a value from 3 to 29. You can, for example, limit outcalling to only local numbers by entering a value of 8, the total number of digits in a local telephone number.
4. Press F3 (Enter) to save the information in the system database.
 5. Enter **exit** or another administrative command at the `enter command:` prompt.

Note:

The system changes you made in this screen do not take effect until you stop and [restart the AUDIX system](#).

Administering the Avaya Intuity Platform for FAX Messaging

Once you have administered the Intuity AUDIX system for FAX Messaging, you must administer the Avaya Intuity platform. This involves:

- Preparing and administering a fax call delivery machine
- Administering the fax print destination prefix (optional)
- Enabling FAX Messaging for remote digital machines (if you use digital networking)

The *local* machine is the Intuity AUDIX system that you are installing. All other machines, including fax call delivery machines, are referred to as *remote* machines. Fax call delivery machines can be administered on an individual basis, or you can administer a single remote machine profile with multiple fax destination endpoint extension ranges. The AUDIX application sends the fax to any destination that falls within the administered range.

The Intuity AUDIX system uses the AMIS analog networking call delivery feature to:

- Print fax messages
- Send faxes to endpoints such as:

- Fax-enabled personal computers
- On-site, local, and long distance fax machines
- Fax-enabled voice mail systems
- Fax attendants

To make fax printing work, you must set up at least one AMIS analog networking call delivery machine. The AUDIX system uses the AMIS analog networking designation to recognize the machine's assigned extensions or telephone numbers as a fax print destination.

You do not need to administer fax call delivery for subscribers to transmit faxes to local or remote Avaya Intuity systems or to a digitally networked location that stores the fax in the addressed subscriber's mailbox for retrieval. Instead, subscribers can address their fax or voice/fax message as they would a voice-only message to a local subscriber or to a remote subscriber in a digital network. However, the system *must* use Avaya Intuity fax call delivery to:

- Send a fax to any location that is not a fax-enabled Avaya Intuity system
- Send a fax to anyone who is not a fax-enabled subscriber
- Print a fax to a fax machine

A typical system has three fax call delivery machines, machines that prints faxes for each of the following:

- Within a building or on the same switch, with fax extensions of 3, 4, or 5 digits
- At a local telephone number, with fax telephone numbers of 7 digits
- At a long distance or international number, with fax telephone numbers of 10 digits or greater

Note:

Long distance and international fax print destination machines can be defined and administered separately.

Preparing and Administering a Local Fax Call Delivery Machine

This procedure is only for sites that print all faxes inside a PBX. If your site will be printing faxes to machines outside your PBX with extension ranges of more than 5 digits, see Adding a Fax Call Delivery Machine; Outside a PBX to 7+ Digit Extensions (page 15) for the procedure.

For each call delivery machine, you must perform the following tasks:

- Add a fax call delivery machine.

This task creates the name of the machine. It also lets you define additional digits that the Intuity AUDIX system prepends to the fax print destination machine extensions or telephone numbers that a subscriber enters. This task can be necessary, for example, to establish connections to outgoing trunks or to include international access codes.

- Administer the machine profile of the newly added fax call delivery machine.

This task defines the number of digits that a subscriber must enter to print faxes via this fax call delivery machine. It also creates the range of extensions and/or telephone numbers a subscriber can choose from to print a fax.

Before You Begin

Before starting this procedure, you need the following information:

- The outcalling transmission times that are administered on the System Parameters-Outcalling screen. Type **di sy ou** at the Enter command: prompt and note the start and end times. The fax delivery transmission times you set must be equal to or a subset of the system outcalling times.
- The default “Welcome to AUDIX” callback number that is administered on the System Parameters Analog Network screen. Type **ch sy an** at the Enter command: prompt and check which row contains the default system extension. This extension is usually in row 1.

Adding a Fax Call Delivery Machine; Within a Building (PBX) to Extensions of 3, 4, or 5 Digits

To add a fax-dedicated call delivery machine for local delivery only:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

```
Networking Administration
  Remote Machine Administration
    AMIS Analog Machine Administration
```

The system displays the AMIS Analog Machine Administration Window (page 42).

2. Enter the following information:

- A name of your choice that consists of from 1 to 10 alphanumeric characters in the Machine Name: field.

Enter a name that is easy to recognize and remember. Each machine must have a name that is unique from any other machine name in the AMIS analog or Avaya Intuity digital

network. The system will not support two machines with the same name or the same address ranges.

- "P" (include the quotation marks) in the `Dial Str:` field.

This adds a 1.5-second pause before the destination extension is sent to the switch.

- Enter the start time in the `1: start:` field and the ending time in the `end:` field. Use a 24-hour or international clock format starting at 00:00 and ending at 23:59. To establish multiple send times, repeat this procedure for the second and third schedules. See the table for Field Definitions: AMIS Analog Machine Administration Window (page 42) for additional information.

3. When you finish entering information for this remote machine, press F8 (Chg-Keys) and then press F2 (Add) to enter the information into the system.
4. Press F8 (Chg-Keys) again to return to the former key set.

The system saves the information and the cursor returns to the `Machine Name:` field. The system displays the following message:

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

5. For each call delivery machine you plan to administer, repeat Step 2 to Step 4.

Note:

To enter information for another call delivery machine, type the next remote machine name over the previous name. When you press the TAB key to move the cursor to the next field, the information for the previous machine is cleared from the screen.

6. When you finish adding call delivery machines, press F6 (Cancel) to return to the AUDIX Command Prompt Screen (page 38) and then continue with the next procedure, Administering a Fax Call Delivery Machine Profile for a Fax Delivery Site with Extensions of 3, 4, or 5 Digits (page 11).

Administering a Fax Call Delivery Machine Profile for a Fax Delivery Site with Extensions of 3, 4, or 5 Digits

Now that you have added a fax-dedicated call delivery machine, you need to establish the extension ranges and prefixes that identify this call delivery machine as a fax print destination endpoint. The prefix, combined with the extension, comprise a *template* number that tells the Avaya Intuity system which dial string to use and which additional digits the subscriber must enter.

To administer the machine profile for fax-dedicated call delivery machine for local delivery only:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

2. At the `enter command:` prompt, enter **change machine** *machine_name* where *machine_name* is the name of the call delivery machine you just created.

The system displays the Machine Profile Screen, Page 1 (page 45).

3. Enter the following information:

- **scalld** in the `Type:` field to indicate single call delivery. (If you have a multipoint fax server at your site, enter **calld**.)
- **3, 4, or 5** in the `Extension Length:` field. This telephone extension must match the extension length in your dial plan.
- If you have administered subscriber communities on your system, enter the default community number in the `Default Community:` field.
- The fax addressing prefix in the `Prefix` field. In the example shown on the Machine Profile Screen, Page 1 (page 45), the addressing prefix is *fax 555*. *Fax* is a mnemonic of 329 and 555 corresponds to the first 3 digits of the fax machine's telephone number. You must enter this prefix again, so make a note of it.

Note:

For the Aria User Interface on Intuity, use the fax addressing prefix: **32937** (FAXES).

- The starting and ending extensions for the fax machine or machines that you just added using the procedures under Adding a Fax Call Delivery Machine; Within a Building (PBX) to Extensions of 3, 4, or 5 Digits (page 10).

For example, if you entered **00000** and **99999** for the start and end extensions respectively, a subscriber can address a fax to any 5-digit extension.

4. Press F7 (NextPage).

The system displays the Machine Profile Screen, Page 2 (page 48).

5. Enter **y** in the **Send to Non-Administered Recipients?** field.
6. Enter the callback number corresponding to the default “Welcome to AUDIX” system extension in the **Callback Number:** field. See *Before You Begin* (page 10) for more information.
7. Press F3 (Enter) to save the information in the system database.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed.

8. Continue with the next procedure, *Administering the Fax Print Destination Prefix* (page 13).

Administering the Fax Print Destination Prefix

The fax print destination prefix identifies specific fax call delivery endpoints. This prefix is then prepended to the telephone number supplied by subscribers when they print their fax messages. Use the fax print destination prefix only where you want subscribers to print via one call delivery machine or to a limited range of addresses. The fax print destination prefix is not usually used except where all traffic is local.

A system administered to automatically provide a print prefix reduces the number of digits that subscribers must enter to print fax messages stored in their mailboxes to a local, default fax machine. However, destinations that are addresses and not fax print requests still require the subscriber to enter a prefix. For example, if a subscriber wants to forward a fax message to a recipient who is not fax enabled, that subscriber must enter a prefix.

The fax print destination prefix is used for the three fax printing methods:

- Autoprinting received faxes to the default number the subscriber previously specified through the telephone interface (or PC interface, if available)
- Manually directing faxes to a default number
- Manually directing faxes to a number that the subscriber enters

Note:

A single fax print destination prefix might not work for all of these cases.

To administer the fax print destination prefix:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

2. At the `enter command:` prompt, enter **change system features**

The system displays the System-Parameters Features screen.

3. Press F7 (NextPage).

The system displays System-Parameters Features Screen, Page 2 (page 49).

Note:

For the Aria User Interface on Intuity, use the fax addressing prefix: **32937** (FAXES).

4. Use the TAB key to move to the Fax Print Destination Prefix: field. Enter the same prefix that you entered in the Prefix field on the Machine Profile Screen, Page 1 (page 45).
5. Press F3 (Enter) to save this information to the system database.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed.

6. Continue with Administering Subscribers for FAX Messaging (page 19) or type **exit** to return to the Avaya Intuity Main Menu (page 36).

Subscribers can now print faxes to their local fax machines by dialing an extension of 3, 4, or 5 digits that corresponds to the fax machine of their choice. The AUDIX system dials the remaining numbers for them. Subscribers can also set a default fax print number through their telephones. Having done so, they need to press only one number to print faxes.

When subscribers try to set their default fax machine, they must enter the fax print destination prefix as part of the destination fax number. If they do not do this, they hear an “invalid entry” voice prompt. Be sure to provide subscribers with the prefix information that they need.

Preparing and Administering a Fax Call Delivery Machine for Delivering Outside the Local PBX

For each call delivery machine, you must perform the following tasks:

- Add a fax call delivery machine.

This task creates the name of the machine. It also lets you define additional digits that the Intuity AUDIX system prepends to the fax print destination machine extensions or telephone numbers that a subscriber enters. This task can be necessary, for example, to establish connections to outgoing trunks or to include international access codes.

- Administer the machine profile of the newly added fax call delivery machine.

This task defines the number of digits that a subscriber must enter to print faxes via this fax call delivery machine. It also creates the range of extensions and/or telephone numbers a subscriber can choose from to print a fax.

Before You Begin

Before starting this procedure you need the following information:

- The outcalling transmission times that are administered on the System Parameters-Outcalling screen. Type **di sy ou** at the Enter command: prompt and note the start and end times. The fax delivery transmission times you set must be equal to or a subset of the system outcalling times.
- The default “Welcome to AUDIX” callback number that is administered on the System Parameters Analog Network screen. Type **ch sy an** at the Enter command: prompt and check which row contains the default system extension. This extension is usually in row 1.

Adding a Fax Call Delivery Machine; Outside a PBX to 7+ Digit Extensions

To add a fax-dedicated call delivery machine:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

```
Networking Administration
  Remote Machine Administration
    AMIS Analog Machine Administration
```

The system displays the AMIS Analog Machine Administration Window (page 42).

2. Complete the fields in this window using the information provided in the table for Field Definitions: AMIS Analog Machine Administration Window (page 42).

3. When you finish entering information for a remote machine, press F8 (Chg-Keys) and then press F2 (Add) to enter the information into the system.
4. Press F8 (Chg-Keys) again to return to the former key set.

The system saves the information and the cursor returns to the Machine Name: field. The system displays the following message:

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

5. For each call delivery machine you plan to administer, repeat Step 2 to Step 4.

Note:

To enter information for another call delivery machine, enter the next remote machine name over the previous name. When you press the TAB key to move the cursor to the next field, the information for the previous machine is cleared from the screen.

6. When you finish adding call delivery machines, press F6 (Cancel) to return to the AUDIX Command Prompt Screen (page 38) and then continue with the next procedure, Administering a Fax Call Delivery Machine Profile for a 7+ Digit Fax Delivery Site (page 16).

Administering a Fax Call Delivery Machine Profile for a 7+ Digit Fax Delivery Site

Now that you have added a fax-dedicated call delivery machine, you need to establish the extension ranges and prefixes that identify this call delivery machine as a fax print destination endpoint. A prefix is a number that subscribers must enter to send a fax to a fax endpoint. The prefix, combined with the extension, comprise a *template* number that tells the Avaya Intuity system which dial string to use and what additional digits the subscriber must enter.

To administer the machine profile for fax-dedicated call delivery machine for 7+ digit fax delivery:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

```
AUDIX Administration
```

The system displays the AUDIX Command Prompt Screen (page 38).

2. At the `enter command:` prompt, enter **change machine *machine_name***, where *machine_name* is the name of the call delivery machine you just created.

Tip:

You can use the **list machines** command to display a list of all machines administered on the system.

The system displays the Machine Profile Screen, Page 1 (page 45).

3. Complete the fields on this screen using the information provided in the table for Field Definitions: Machine Profile Screen, Page 1 (page 45).
4. Press F7 (NextPage).

The system displays Machine Profile Screen, Page 2 (page 48).

5. Complete the fields on this screen using the information provided in the table for Field Definitions: Machine Profile Screen, Page 2.
6. When you finish entering fax call delivery machine information, press F3 (Enter) to save the information in the system database.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed.

7. Continue with Administering Subscribers for FAX Messaging (page 19) or type **exit** to return to the Avaya Intuity Main Menu (page 36).

Subscribers can now print faxes to any administered fax machine by dialing the extension corresponding to the fax machine of their choice. Subscribers can also set a default fax print number through their telephones.

Once the subscriber enters a fax delivery destination, the Intuity AUDIX system attempts to deliver the fax according to the transmission schedule and port availability.

Administering the Fax Print Destination Prefix (Optional)

To design and administer off-site fax delivery, you must determine the allowable fax print destination machines and how to administer prefixes. There are two types of prefixes that must be considered. These are the fax print destination prefix and the fax addressing prefix. It is important that you understand the difference between the two and how to use them.

**CAUTION:**

A system that is administered to automatically provide a print prefix reduces the number of digits subscribers must enter to print fax messages stored in their mailboxes to a local, default fax machine. However, destinations that are addresses and not fax print requests still require the subscriber to enter a prefix. For example, if a subscriber wants to forward a fax message to a recipient who is not fax enabled, a prefix entry is required. Because of the confusion this can create for subscribers, Avaya recommends that you do not administer the system to automatically supply the fax print destination prefix.

Understanding the Fax Print Destination Prefix

Using the fax print destination prefix shortens the number of digits subscribers must enter to send a fax to a particular fax print destination machine. This is because the fax print destination prefix is automatically prepended to the extension digits the subscriber enters. The subscriber is unaware that additional digits have been added. The Intuity AUDIX system takes the full number (fax print destination prefix plus the extension) and hunts through the machine profiles until a match is found.

The fax print destination prefix is administered as a systemwide parameter on the System Parameters Features screen and is used for the three fax printing methods:

- Autoprinting received faxes to the default number the subscriber previously specified through the telephone interface (or PC interface, if available)
- Manually directing faxes to a default number
- Manually directing faxes to a number that the subscriber enters

Note:

A single fax print destination prefix might not work for all these cases.

If you decide to administer the fax print destination prefix, see *Administering the Fax Print Destination Prefix* (page 13).

Understanding the Fax Addressing Prefix

The fax addressing prefix serves to uniquely identify a particular fax print destination machine. The Avaya Intuity system does not dial this prefix to call a fax print destination machine; rather, the prefix is used as a template to differentiate all call delivery machines on the network from each other.

The fax addressing prefix is administered on the Machine Profile screen. It is administered separately for each fax print destination machine.

Note:

For the Aria User Interface on Intuity, use the fax addressing prefix: **32937** (FAXES).

The following example shows how the two different prefixes work together.

Fax Print Destination Prefix	Dial String (also a prefix)	Fax Addressing Prefix
329 555 ("329" spells fax)	9 "P" ("P" creates a pause)	329 0000000 – 9999999 (7 digits)
Defined in the System Parameters Features screen	Defined in the AMIS Analog Machine Administration screen	Defined in the Machine Profile screen

Note:

The fax print destination prefix (in this example, 329 555) and the fax addressing prefix (in this example, 329) are used by the Avaya Intuity system in different ways. The Fax Print Destination Prefix should be used only in a few scenarios. See *Administering the Fax Print Destination Prefix (Optional)* (page 17) for cautionary information.

With the system administered this way, the sequence of events that occurs when a subscriber wants to print a fax to 555-6516, for example, is as follows:

1. The subscriber presses **6516** on the telephone keypad.
2. Intuity AUDIX takes the fax print destination prefix and prepends it to the digits entered. This results in the number 329 555 6516.
3. The system checks the 329 555 6516 number against the various machine fax addressing prefixes until it finds a machine with the proper fax print destination machine prefix (in this case 329 555) and the proper address range and length (in this case, 7 digits).
4. After the system matches the string with the appropriate machine, it dials 9"P"555-6516. Note that the fax addressing prefix is stripped from the string before the system dials the fax print destination machine.

Administering Subscribers for FAX Messaging

Fax capabilities can be administered:

- On an individual, subscriber-by-subscriber basis

- For a Class of Service (COS)
- As a separate, secondary fax extension for those subscribers who send and receive a greater than average number of fax messages

This section tells you how to perform these three tasks.

Enabling FAX Messaging on an Individual Basis

Once you have administered FAX Messaging on the Avaya Intuity platform, you are ready to enable your subscribers so that they can use this feature.

Note:

If you change an individual subscriber's COS, you remove any association between the subscriber and any other class of service. Therefore, if you have administered or are planning to administer a special COS for FAX Messaging, do not use this procedure. Instead, follow the procedure Enabling FAX Messaging by Defining a COS (page 21).

To enable a subscriber for FAX Messaging:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).
2. At the `enter command:` prompt, enter **change subscriber *name/number*** where *name/number* is the name or telephone extension of the subscriber you want to administer.

The system displays the Subscriber Class of Service Parameters screen.
3. Press F7 (NextPage).

The system displays the Subscriber Class of Service Parameters Screen, Page 2 (page 50).
4. Use the TAB key to move to the `Fax?` field (under `PERMISSIONS`) and type **y** in the field.
5. In the `Voice Mail Message Maximum Length:` field, enter the larger number of the following two choices:
 - A value that is double that of the current voice-only capacity. (For example, change a maximum message length of 700 seconds to 1400 seconds.)

- At least 1200 seconds (20 minutes).
6. In the `Call Answer Message Maximum Length:` field, enter a value of at least 1200 seconds.
 7. In the `Mailbox Size:` field, enter the larger number of the following two choices:
 - A value that is double that of the `Voice Mail Message Maximum Length` you entered in Step 5. (For example, if the value just entered was 1400 seconds, set `Mailbox Size:` to 2800 seconds.)
 - At least 2400 seconds (40 minutes) of capacity.
 8. Press F3 (Enter) to save this information to the system database.

The cursor returns to the command line, and the system displays the following message :

Command Successfully Completed.

9. Enter **exit** or another administrative command at the `enter command:` prompt.

Note:

Enabling a subscriber for FAX Messaging has no effect unless FAX Messaging is installed and enabled for the Avaya Intuity platform.

Enabling FAX Messaging by Defining a COS

To enable FAX Messaging for a class of service (COS):

1. Start at the Avaya Intuity Main Menu (page 36) and select:
`AUDIX Administration`
The system displays the AUDIX Command Prompt Screen (page 38).
2. At the `enter command:` prompt, enter **change cos** *cos-number* where *cos-number* is the unique COS number you want to administer.
The system displays the Class of Service Screen, Page 1 (page 51).
3. Use the TAB key to move to the `Fax Creation?` field under `PERMISSIONS` and type **y** in the field.

4. Press F7 (NextPage).

The system displays the Class of Service Screen, Page 2 (page 52).

5. In the Voice Mail Message Maximum Length: field, enter a value of at least 1200 seconds.
6. In the Call Answer Message Maximum Length: field, enter a value of at least 1200 seconds.
7. In the Mailbox Size: field, enter a value of at least 4800 seconds.
8. Press F3 (Enter) to save this information to the system database.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed.

9. Enter **exit** or another administrative command at the `enter command:` prompt.

Note:

Enabling a class of service for FAX Messaging has no effect unless FAX Messaging is installed and enabled on the Avaya Intuity platform.

Administering a Secondary Fax Extension

Subscribers who receive a large number of faxes can have a separate, secondary extension dedicated to incoming fax calls. Voice messages cannot be recorded at this extension, nor can other subscribers address messages to it.

To administer a secondary fax extension on the system, you set up a second, fax-dedicated extension for a subscriber's mailbox. The subscriber then has two extensions and one mailbox. The primary extension is administered for Call Answer, Personal Greetings, and other voice mail services. The secondary fax extension provides only a brief greeting that reveals the subscriber's name and invites the caller to leave a fax.

To administer a secondary fax extension:

1. Have the switch administrator create a phantom extension with a Direct Inward Dialing (DID) number for the subject subscriber. Note the extension number created.
2. Have the switch administrator administer the phantom extension to cover directly to the Avaya Intuity system. (This way, the

secondary fax extension can be dialed as if it were a fax machine.)

3. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

4. At the `enter command:` prompt, enter **change subscriber *name/number*** where *name/number* is the name or main telephone extension (not the secondary extension number) of the subscriber you want to administer.

The system displays the Subscriber Screen, Page 1 (page 53).

5. Use the TAB key to move to the `Secondary Ext :` field and type the number of the subscriber's secondary fax extension.

Note:

This number must have the same number of digits as the primary extension.

6. Press F3 (Enter) to save this information to the system database.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed.

7. Enter **exit** or another administrative command at the `enter command:` prompt.

Administering Guaranteed Fax

Guaranteed Fax provides coverage for busy or out-of-service fax print destination machines, such as a stand-alone fax machine or a fax modem on a PC. If the fax print destination machine is unavailable, Guaranteed Fax redirects the fax to a mailbox for temporary storage. This Guaranteed Fax mailbox is set to autoprnt back to the originally called fax print destination machine.

Guaranteed Fax Considerations

The interaction of the fax print destination machine's extension and the Guaranteed Fax mailbox requires periodic monitoring. There are several

considerations you need to take into account when implementing and maintaining this mailbox:

- The Guaranteed Fax mailbox must be large enough to temporarily store a potentially large number of fax files.
- The Guaranteed Fax mailbox is designed to accept faxes only from remote Intuity AUDIX systems or fax machines. It should not be implemented when all traffic is from one AUDIX machine.
- Faxes that 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, file attachments, and email messages. These come into the mailbox as part of a voice/fax/email 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 that cannot be printed.

Choosing a Guaranteed Fax Administration Type

Guaranteed Fax is typically administered as a secondary extension, but it can also be administered as an ordinary subscriber. Each method has its advantages. In either case, the fax endpoint is set up on the switch for call coverage to AUDIX so that, if the fax print destination machine is busy, an incoming fax is directed into the AUDIX mailbox.

When Guaranteed Fax is administered as a secondary fax extension, the mailbox is treated as a printer. Voice, file attachments, and email components of an incoming call are ignored. The fax data is recorded and the fax print destination machine is tried repeatedly until the fax can be delivered. No other messaging features are available on a secondary fax extension. See *Administering Guaranteed Fax as a Secondary Extension* (page 25) for procedural information:

When Guaranteed Fax is administered as an ordinary subscriber, the fax print destination machine is treated as an Intuity AUDIX extension. Avaya Intuity messaging can be used with this number exactly as it can be used for any Intuity AUDIX subscriber. For example, a fax can be sent directly to the fax print destination machine's extension as a message to an Intuity AUDIX extension. On the other hand, voice messages sent to this mailbox (perhaps as attachments to forwarded fax messages) remain in the mailbox and use a portion of the total mailbox size. You must manually delete such messages. See *Administering Guaranteed Fax as a Avaya Intuity Subscriber* (page 26) for procedural information.

Administering Guaranteed Fax as a Secondary Extension

To administer a fax endpoint as a secondary fax extension:

1. Have your switch administrator add a phantom extension number. The number must be within the range of numbers in the Avaya Intuity dial plan, but it cannot be an extension number that is recognized by the switch.

2. Have the switch administrator administer the fax print destination machine's extension for call coverage to AUDIX.

3. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

4. At the `enter command:` prompt, enter **add subscriber number** where *number* is the phantom extension on the switch (supplied by your switch administrator in Step 1).

The system displays the Subscriber Screen, Page 1 (page 53).

5. Add an AUDIX subscriber as described in [Adding, Changing, and Removing Subscribers](#).

6. Enter the fax print destination machine's extension number as a secondary extension as described in Administering a Secondary Fax Extension (page 22).

7. Use the telephone interface to:

- Record the name of the fax print destination machine. When the system prompts you for your name, reply with the name of the fax machine, for example, "Sales department fax machine."
- Record a greeting that identifies the fax print destination machine.
- Enter the fax endpoint extension as the default fax print destination machine. You might need to include the fax prefix for the standard FAX Messaging setup or the **5 shortcut for Fax Extended Dialing setup.
- Activate Autoprinting from the mailbox (to the specified endpoint).
- Activate Autodelete to help keep the mailbox from exceeding maximum storage.

Administering Guaranteed Fax as a Avaya Intuity Subscriber

To administer a fax endpoint as an AUDIX subscriber:

1. Have the switch administrator administer the fax machine's extension for call coverage to AUDIX.
2. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).
3. At the `enter command:` prompt, enter **add subscriber number** where *number* is the extension of the fax print destination machine.

The system displays the Subscriber Screen, Page 1 (page 53).
4. Fill out the Subscriber screen following the procedure for adding an AUDIX subscriber as described in [Adding, Changing, and Removing Subscribers](#).
5. Press F7 (NextPage).

The system displays the Subscriber Class of Service Parameters, Page 2; Adding Guaranteed Fax as a Subscriber (page 54).
6. In the `Retention Times` field, enter a value of 3 or 4 days. Keep this value low to avoid accumulating undeleted messages. However, you must also consider what the longest period of time is that the destination fax machine will go unattended, for example, over a 4-day holiday weekend.
7. In the `Call Answer Message Maximum Length:` field, enter **1200** seconds.
8. In the `Mailbox Size` field, enter a minimum value of 5000 seconds.

Note:

5000 seconds is the equivalent of 50 to 150 pages of fax, depending on the nature of the fax. Monitor this setting to ensure that its value is sufficient to guarantee storage of all incoming faxes. If this mailbox is heavily used or regularly receives graphic-intensive faxes, you might need to increase the mailbox size (to 10,000 seconds, for example).

9. Press F3 (Enter) to save this information to the system database.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed.

10. Enter **exit** or another administrative command at the `enter command:` prompt.
11. Use the telephone interface to:
 - Record the name of the fax print destination machine. When the system prompts you for your name, reply with the name of the fax machine, for example, "Sales department fax machine."
 - Record a greeting that identifies the fax print destination machine.
 - Activate Autoprinting from the mailbox (to the specified fax endpoint).
 - Enter the fax print destination machine extension as the default fax machine. You might need to include the fax prefix for the standard FAX Messaging setup or the **5 shortcut for Fax Extended Dialing setup.
 - Activate Autodelete to delete fax messages after a successful autoprint.

Administering Avaya Intuity Message Manager for FAX Messaging

The specific steps for administering Message Manager for FAX Messaging are detailed in the [Message Manager](#) section. However, for FAX Messaging to run on Message Manager, you must:

- Purchase and enable FAX Messaging on the Avaya Intuity platform.
- Enable your Message Manager users for FAX Messaging.
- Purchase and install the fax version of Message Manager Release 4.0 or later.
- Administer Avaya Intuity AUDIX for Intuity Messaging Application Interface Program (IMAPI), using the System-Parameters IMAPI-Options screen.

Preventive Maintenance and Troubleshooting

Performing ongoing administration and preventive maintenance is the key to problem-free system operation. It is important to establish a regular schedule for maintenance tasks. Performing regular administration and maintenance identifies problems that could otherwise be compounded.

This section contains the following information:

- Checking the Administrator's Log (page 28)
- Checking the Alarm Log (page 29)
- Monitoring Guaranteed Fax (page 30)
- Checking Message Delivery Increments (Retry Schedule) (page 32)
- Monitoring Usage of Mailbox Space (page 33)
- Troubleshooting FAX Messaging (page 34)

Note:

The alarms and warnings for the FAX Messaging feature are documented in [Alarms and Events](#).

Checking the Administrator's Log

Check the status line at the top of the AUDIX Administration screen at least once a day. The system warns you of potential administrative problems by displaying an administrative alert message (Alarms: A) on this line when it logs an administration event. If you observe such a message, access the Administrator's Log screen to view current messages and a description for each event. Some of these events, such as full subscriber mailboxes and undeliverable messages, directly affect fax processing.

When you see Alarms: A on the AUDIX Administration status line, view the Administrator's Log screen:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

2. At the `enter command:` prompt, enter **display administrators-log**

The system displays the Administrator's Log Screen (page 55).

3. Type **VM** in the `Application:` field to specify Intuity AUDIX FAX Messaging events and press F3 (Enter) to display the events.
4. Examine the displayed events. Events, alarms, and their associated repair procedures are described in [Alarms and Events](#).
5. If the documentation provides a repair procedure for a displayed event, take whatever corrective action is recommended.
6. To display Avaya Intuity Platform events, repeat Step 2 through Step 4, entering **VP** in the `Application:` field. These events are also given in [Alarms and Events](#).
7. Enter **exit** or another administrative command at the `enter command:` prompt.

Checking the Alarm Log

The alarm log contains descriptions of all significant problems detected by the system. The alarm log contains active alarms and resolved alarms (that is, alarms that were corrected either automatically or by repair procedures). The alarm log should be checked on a regular basis.

To view alarms related to FAX Messaging in the Avaya Intuity platform alarm log, see [Alarms and Events](#).

To view the alarm log:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

Customer/Services Administration
Log Administration
Alarm Log

The system displays the Alarm Log Display Selection Window (page 56).

2. In the `Alarm Type:` field, enter **a** (active) or **r** (resolved).
3. If you want to display a specific alarm level, enter **y** in the corresponding alarm level field: Major, Minor, and/or Warning.
4. If you want to display alarms for a date other than the current date, enter that date (in the format mm/dd/yy), in the `Start Date:` field.

5. Enter **VT** in the **Application:** field to specify Intuity AUDIX FAX Messaging alarms.
6. If you want to select specific alarms, enter the resource type, the location, and/or the alarm code.
7. Press F3 (Save) to display the alarms.
8. Examine the displayed events. A list of events and alarms and associated repair procedures is included in [Alarms and Events](#).
9. Take whatever corrective action is necessary to repair the alarm.
10. Press F1(Cancel) to exit the window.

Monitoring Guaranteed Fax

Several routine maintenance tasks are required to ensure smooth operation of Guaranteed Fax, including:

- Checking that the fax machine is operational
- Monitoring the space available in the mailbox associated with the guaranteed fax extension
- Removing any accumulated voice, file attachments, and email messages

Checking That the Fax Machine Is Operational

When you administer a fax machine for guaranteed fax, ensure that someone is responsible for the operation of the machine. Have that person check the fax machine daily to ensure that it is not:

- Turned off
- Broken
- Out of paper
- In need of toner
- Jammed

Monitoring Guaranteed Fax Mailbox Size

The mailbox size for a guaranteed fax machine must be sufficient to temporarily store a potentially large number of fax files. Some guaranteed fax mailboxes might need adjustments, especially during the first few weeks of fax operation.

To size the guaranteed fax mailbox, note each time an administrator's alarm advises you that a mailbox assigned to the guaranteed fax machine

is full. If this happens frequently, increase the size of the mailbox as follows:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

2. At the `enter command:` prompt, enter **change subscriber name/number** where *name/number* is the name or telephone extension of the subscriber you would like to administer.

The system displays the Subscriber Screen, Page 1 (page 53).

3. Press F7 (NextPage).

The system displays Subscriber Class of Service Parameters Screen, Page 2 (page 50).

4. Use the TAB key to move to the `Mailbox Size (seconds)`, `Maximum` field and enter a larger value.
5. Press F3 (Enter) to save this information to the system database.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed.

6. Enter **exit** or another administrative command at the `enter command:` prompt.

You can manually check usage for this mailbox by examining the value in the `Mailbox Space Used` field on the Subscriber Daily Traffic screen. This is described in Monitoring Usage of Mailbox Space (page 33).

Monitoring and Deleting Messages

The system makes regular attempts to delete voice, file attachments, and email messages and to regulate fax message storage in these mailboxes, but messages can occasionally be retained. Therefore, you must regularly check Guaranteed Fax mailboxes for voice, file attachments, and email messages and undeliverable fax messages.

To check and delete messages:

1. Access the mailbox through the telephone interface and access message headers by pressing **2** on the telephone keypad.
2. Delete each voice message using the *** 3** command on the telephone keypad.
3. Also on the telephone keypad, press **4** at the activity menu to access the outgoing mailbox of the guaranteed fax print

destination machine. Press * # to step through the message categories listening for the category of undeliverable messages. (These are messages that can remain undeliverable, for example, because of some temporary problem with the fax machine).

4. If you know the fax machine is currently working, step through the message headers by pressing either # # to resend the messages or * 3 to delete the messages, as appropriate.
5. Continue until there are no more undeliverable messages.
6. Press * * 9 to exit the telephone interface.

Checking Message Delivery Increments (Retry Schedule)

A message directed to a fax print destination machine could fail if the fax machine is in use, turned off, out of paper, or broken. Fax call delivery could also fail if the receiving machine or subscribers on the receiving machine are not fax enabled. The system makes five attempts to deliver a fax before the message fails.

To specify how often delivery attempts are made:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

2. At the enter command: prompt, enter **change system features**

The system displays the Change System-Parameters Features screen.

3. Press F7 (NextPage) twice.

The system displays the Change System-Parameters Features screen, page 3. The values under the Rescheduling Increments for Unsuccessful Message Delivery heading control the intervals for which call delivery messages, including outbound fax messages, are rescheduled. Only the first five increments apply to fax deliveries. After five unsuccessful tries, a fax is considered undeliverable.

4. To change the rescheduling increments, use the TAB key to move to the field you want to change and enter another value.

5. Press F3 (Enter) to save this information to the system database.

The cursor returns to the command line, and the system displays the following message :

Command Successfully Completed.

6. Enter **exit** or another administrative command at the `enter command:` prompt.

Monitoring Usage of Mailbox Space

During the first few weeks of FAX Messaging operation, subscribers might tell you that the Avaya Intuity system often reports that their mailboxes are full. If such reports are frequent for a particular subscriber, consider expanding the capacity of the subscriber's mailbox.

Note:

If a subscriber receives a partial fax, verify if the subscriber's mailbox is full. If there is not enough room in the mailbox to accept the entire fax, the message is truncated. If the mailbox is not full when the subscriber receives a partial fax, the subscriber's maximum call answer message size might be too small to contain the message.

To monitor usage of mailbox space:

1. Start at the Avaya Intuity Main Menu (page 36) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 38).

2. At the `enter command:` prompt, enter **list measure subscriber day name/number** where *name/number* is the name or telephone extension of the subscriber whose mailbox you want to check.

The system displays the Subscriber Daily Traffic Report screen with information pertaining to the current date.

Note:

To see the usage for a date other than the current date, enter **li meas su day name/number mm/dd/yy**. To see cumulative measurements for the current month, enter **li meas su month name/number**. For cumulative measurements from a previous month, enter **li meas su month name/number mm/yy**.

3. Compare the number of seconds in the Mailbox Space Used field with the administered value in the adjacent Space Allowed field. If these two fields are roughly equivalent, you

should increase the mailbox size as described in Enabling FAX Messaging on an Individual Basis (page 20).

To increase mailbox size for a COS, follow the procedure Enabling FAX Messaging by Defining a COS (page 21).

4. Press F1 (Cancel).

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed.

5. Enter **exit** or another administrative command at the `enter command :` prompt.

Troubleshooting FAX Messaging

The following table lists some commonly encountered system problems and suggests how to fix them.

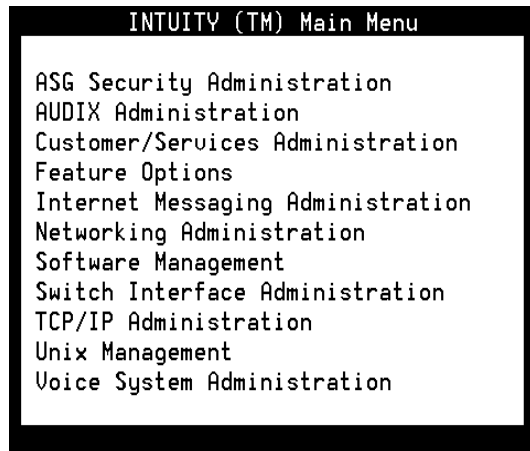
Table: FAX Messaging Problems and Suggestions

Problem	Possible Cause	Suggested Remedy
Subscribers complain that old messages disappear from their mailboxes too quickly.	—	Administer the Retention Time set for the subscriber (on the Subscriber Class of Service screen). If the retention time cannot be increased (because, for example, there is not sufficient space) suggest that the subscriber download the voice messages to his or her hard drive using Message Manager or an email application that is integrated with AUDIX, if available.
A subscriber complains that when he or she attempts to set up a default fax machine, the voice prompt replies “Invalid entry.”	The AUDIX system is administered with a fax print destination prefix.	Provide a fact sheet for new subscribers that details basic subscriber functions, such as logging in for the first time, changing passwords, recording greetings, setting a default fax machine, and creating mailing lists.
Subscribers ask what to do if they hear a fax tone when answering their phone.	The fax must be transferred directly into the subscriber’s AUDIX mailbox.	<ul style="list-style-type: none">■ For a Avaya Intuity server, follow the procedure for “Transfer.”■ For a DEFINITY AUDIX server, use the “Transfer into AUDIX” feature.■ For a MERLIN LEGEND user, ensure “Automated Attendant” is enabled and then have the user follow the procedure for “Transfer.”

Table: FAX Messaging Problems and Suggestions

Problem	Possible Cause	Suggested Remedy
Subscribers experience difficulties when downloading a fax to a fax-ready PC or modem-equipped laptop.	The advanced features of commercial fax software vary slightly. Have subscribers check the user guide for their particular software.	<ol style="list-style-type: none"> 1. Ensure that subscribers connect their telephone line to the computer serial port before attempting to download a fax. 2. Ensure that subscribers have the following options set on their fax/modem software: <ul style="list-style-type: none"> ■ Disable Answer On (number of rings) and/or Automatic Receive options in your fax software ■ Select Manual Receive from the fax software 3. Use the fax/modem software procedure for printing a fax.
Subscribers are notified of undeliverable faxes.	<p>Failure notification can be the result of sending a fax to a(n):</p> <ul style="list-style-type: none"> ■ Invalid number (not a fax endpoint) ■ Remote system that is fax-capable, but to which the subscriber is not enabled to send faxes ■ Restricted extension range (on the switch or in Intuity AUDIX) ■ Remote system that is not fax enabled ■ Remote recipient who is not fax enabled, although his or her system is fax enabled ■ Local recipient who is not fax enabled ■ Fax machine that times out before receiving the fax 	<ol style="list-style-type: none"> 1. Check with the recipient to ensure the fax print destination machine is in working order. 2. Resend the fax if it is one of three types of outgoing messages: <ul style="list-style-type: none"> ■ Undeliverable ■ Filed ■ Undelivered 3. For an invalid fax endpoint, help the subscriber locate an administered fax print destination machine near the recipient, if available.

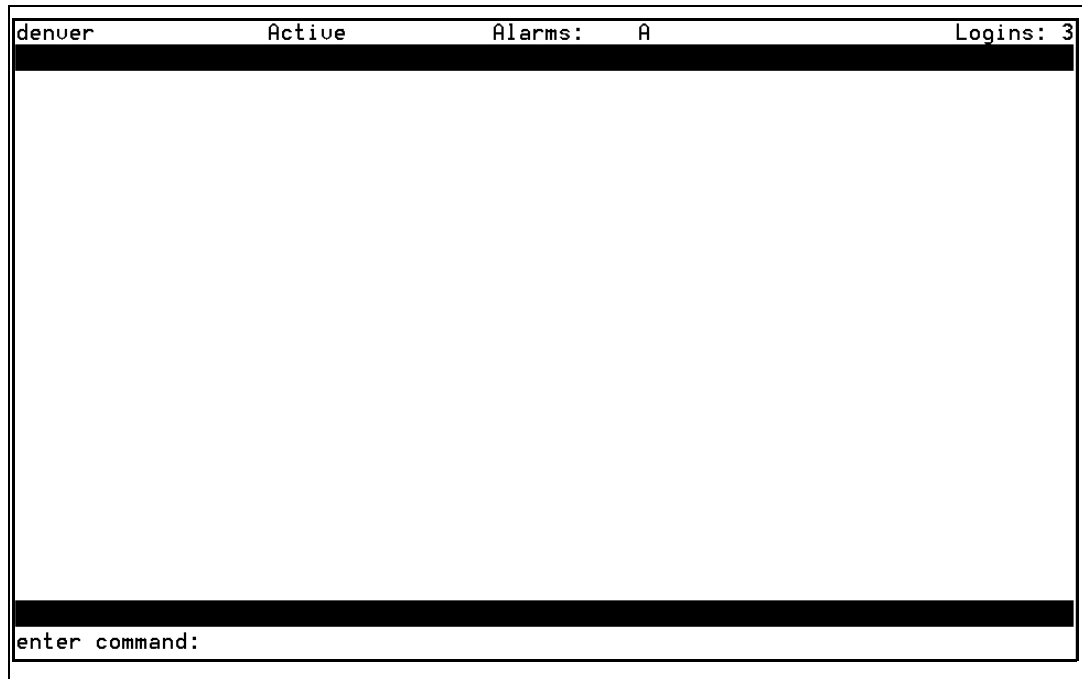
Avaya Intuity Main Menu



Feature Options Window

Feature Options (Read Only)		
Feature Options Available	Current	Max
Audix Application	ON	N/A
DCS	OFF	N/A
Enhanced-List Application	ON	N/A
Fax	ON	N/A
High speed digital ports	2	12
Internet Messaging Application	ON	N/A
Low speed digital ports	0	12
Lucent Voice Director Sessions	0	64
Lucent Voice Director Size	0	20000
Max Number of IMAPI Sessions	64	96
Multilingual	OFF	N/A
Number of Mailboxes Purchased	15000	20000
TCPIP digital ports	4	12
Text-to-Speech Sessions	4	4
Trusted Servers	4	64
hours_of_speech	175	175
voice_ports	36	36

AUDIX Command Prompt Screen



Change System Parameters Analog Network Screen

drmid11	Active	Alarms: mWA	Logins: 3
change system-parameters analog-network			Page 1 of 1
SYSTEM PARAMETERS ANALOG NETWORK			
CALLBACK NUMBERS:			
	Country	Area/Trunk	Local Number
Default - 1:	_____	: _____	: _____
2:	_____	: _____	: _____
3:	_____	: _____	: _____
4:	_____	: _____	: _____
5:	_____	: _____	: _____
AMIS Analog Networking Incoming Allowed? <u>y</u>			
AMIS Analog Networking Outgoing Allowed? <u>y</u>			
AMIS Prefix: _____			
AMIS Protocol - Use 8 Minutes For Incoming Message Length 0? <u>y</u>			
AMIS Loopback Test Mailbox Extension: _____			
enter command: change system-parameters analog-network			

Digital Network Machine Administration Window

Digital Network Machine Administration		
Machine Name: <u>dr</u>	Connection Type: <u>TCP/IP</u>	
Dial Str: <u>xxx.x.xxx.xx</u>		
Message Transmission Schedule (hh:mm, 00:00 - 23:59)		
1: start: <u>00:00</u>	end: <u>23:59</u>	interval: <u>00:05</u>
2: start: <u>00:00</u>	end: <u>00:00</u>	interval: <u>00:00</u>
3: start: <u>00:00</u>	end: <u>00:00</u>	interval: <u>00:00</u>
Data Rate: <u>0</u>	Password: _____	
Channel: <u>00</u>	Machine Type: <u>INTUITY 4.0 or later</u>	
Send Multimedia Messages (e.g. FAX) ? : <u>Y</u>		

Change System-Parameters Outcalling Screen

drmid11	Active	Alarms: mWA	Logins: 3
change system-parameters outcalling		Page 1 of 1	
SYSTEM-PARAMETERS OUTCALLING			
Outcalling Active? <u>n</u>			
Start Time (hh:mm)	End Time (hh:mm)	Interval (hh:mm)	Maximum Simultaneous Ports
1: 00:00	23:59	00:15	1
2: _:_	_:_	_:_	_
3: _:_	_:_	_:_	_
Initial Delay (mins): <u>0</u>			
Maximum Number Digits: <u>29</u>			
enter command: change system-parameters outcalling			

AMIS Analog Machine Administration Window

AMIS Analog Machine Administration	
Machine Name:	<u>machname</u>
Dial Str:	<u>"P"</u>
Message Transmission Schedule (hh:mm, 00:00 - 23:59) :	
1: start:	<u>00:00</u> end: <u>23:59</u>
2: start:	<u>__:</u> end: <u>__:</u>
3: start:	<u>__:</u> end: <u>__:</u>

Table: Field Definitions: AMIS Analog Machine Administration Window

Field Name	Valid Input	Description/Procedure
Machine Name:	A unique name consisting of 1 to 10 alphanumeric characters	<p>A machine name of your choice for example, <i>fax_onsite</i>, <i>fax_local</i>, or <i>fax_long_d</i>.</p> <p>The machine name is a convenience to you, so enter a name that is easy to recognize and remember. Each machine must have a unique name in the AMIS analog or Avaya Intuity digital network. The system does not support two machines with the same name or the same address ranges.</p> <p>Use F2 (Choices) to view the existing machine names.</p>
Dial Str:	1- to 24- character dial string (At least one character is required.)	<p>A dial string is a series of numbers used to initiate a call to the remote AMIS analog networking machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if needed. When determining the AMIS dial string, use any dialing conventions or restrictions normally used to call outside numbers or central office numbers, or to access long distance lines.</p> <p>If you do not need a dial string, enter "P" (include the quotation marks). "P" specifies a pause of 1.5 seconds. For longer pauses, enter additional "P"s. For example, "P" "P" "P" equals 4.5 seconds.</p>

Table: Field Definitions: AMIS Analog Machine Administration Window

Field Name	Valid Input	Description/Procedure
Dial Str: (continued)		<p>The system attaches the dial string you administer to the numbers the subscriber enters and then sends the complete number (dial string plus fax number) to the switch, where the call to the fax endpoint is completed. The entire number (dial string + prefix + fax number) must not exceed 24 characters.</p> <p>Examples of dial strings are:</p> <ul style="list-style-type: none"> ■ For printing within the building, use "P". ■ For printing at a local telephone number, you might use 9"P". The 9 accesses an outgoing trunk on the switch, and the "P" adds a 1.5 second pause before dialing the local telephone number. ■ For printing at a long distance telephone number, you might use 9"P""P"1. This accesses an outgoing trunk on the switch, adds a 3-second pause (2 x 1.5 seconds) before dialing the long distance number, and adds a 1 for long distance access at the telephone service provider. <p>The General Delivery Example (page 44) table provides settings for typical fax print destination machines.</p>
Message Transmission Schedule 1: 2: 3:	24-hour clock time in the format hh:mm hh = hours mm = minutes	<p>Enter the start time in the <code>1: start:</code> field and the ending time in the <code>end:</code> field. Use a 24-hour or international clock format starting at 00:00 and ending at 23:59. To establish multiple send times, repeat this procedure for the second and third schedules.</p> <p>Avaya Intuity sends faxes to call delivery machines only during the time intervals or send times you specify. Therefore, the message transmission schedules allow you to control the time intervals for network communication.</p> <p>For example, if you want fax transmission to start at 11:00 p.m. and to end 30 minutes later, enter 23:00 in the start time field and 23:30 in the end time field. If, however, you want faxes delivered to machines at all hours, enter 00:00 in the <code>start:</code> field and enter 23:59 in the <code>end:</code> field.</p> <p>Send times can be assigned to avoid periods of heavy traffic, if desired. The total time of the cycles cannot exceed 24 hours. However, a cycle can span across midnight. The start and end times of cycles cannot overlap.</p> <p>The times specified for fax message transmission must be equal to or a subset of the outcalling transmission times that are administered on the System Parameters - Outcalling screen. For example, if you schedule message-delivery messages to be sent anytime during the day (that is, from 00:00 to 23:59), but outcalling periods are scheduled only from 07:00 to 18:00, fax message delivery will occur only between the hours of 7:00 a.m. and 6:00 p.m.</p>

The General Delivery Example (page 44) table provides an example of four types of fax print destination machines. The Dial String, Start, and End columns of the table are also discussed in Adding a Fax Call Delivery Machine; Outside a PBX to 7+ Digit

Extensions (page 15). The remaining columns are discussed in Administering a Fax Call Delivery Machine Profile for a 7+ Digit Fax Delivery Site (page 16).

Table: General Delivery Example

Machine Name	Dial String	Message Transmission Sched (up to 3)		Connect Type	Ext. Length	Default Com	Address Ranges (up to 10)			Subscriber Must Enter
		Start	End				Fax Print Dest Prefix	Start Ext.	End Ext	
fax_onsite (PBX fax machine)	"P"	00:00	23:59	scalld	4	1	329 (fax)	5000	8000	The prefix 329, the 4-, 7-, or 10-digit destination, followed by #
fax_local (same area code)	9"P"	00:00	23:59	scalld	7	1	329	0000000	9999999	
fax_area10 (same calling area but area code required)	9"P"	00:00	23:59	scalld	10	1	329	000 0000000	999 9999999	
fax_long_d (long distance)	9"P"1 or 9"P"P"1	00:00	23:59	scalld	10	1	329	000 0000000	999 9999999	
fax_inter (international fax machine)	9"P"011 or 9"P""P"011	00:00	23:59	scalld	9	2	011	00000 0000	99999 9999	The prefix 011, the country code, city code, local number, followed by #

Machine Profile Screen, Page 1

AUDIX	Active	Alarms: WA	Logi
change machine tendigname			Page 1
MACHINE PROFILE			
Machine Name: tendigname		Type: <u>scalld</u>	Location: remote-analog
Voiced Name? <u>n</u>		Extension Length: <u>10</u>	
Voice ID: 9001		Default Community: <u>1</u>	
ADDRESS RANGES			
Prefix	Start Ext.	End Ext.	Warnings
1: <u>fax</u>	<u>0000000000</u>	<u>9999999999</u>	
2: <u>faxes</u>	<u>0000000000</u>	<u>9999999999</u>	
3: _____	_____	_____	
4: _____	_____	_____	
5: _____	_____	_____	
6: _____	_____	_____	
7: _____	_____	_____	
8: _____	_____	_____	
9: _____	_____	_____	
10: _____	_____	_____	
enter command: change machine tendigname			

Table: Field Definitions: Machine Profile Screen, Page 1

Field Name	Valid Input	Description/Procedure
Machine Name:	Display only	The machine name has already been assigned.
Type:	scalld calld	<p>scalld = single call delivery. Almost all machines are scalld machines, which is a nonadministered fax endpoint. The AUDIX system waits until one call to the nonadministered fax endpoint is finished before it attempts another connection. The advantage to this is that the retry count is not decreased if the delivery attempt encounters a busy fax endpoint.</p> <p>calld = call delivery. A fax print destination machine that can handle several simultaneous calls at once. A calld-type machine might be, for example, a multipoint fax server.</p> <p>The other options (amisap and amisac) are not used for fax message delivery.)</p>
Location:	Display only	The location of the machine, for example, remote-analog.
Voiced Name?	y = yes n = no	The Voice Name field contains an <i>n</i> until you record a name for the machine. This field automatically changes to <i>y</i> when you record a name for the machine.
Voice ID:	Display only	A system-assigned identifier that you must use to identify the machine if you decide to record machine names.

Table: Field Definitions: Machine Profile Screen, Page 1

Field Name	Valid Input	Description/Procedure
Extension Length:	3 to 10	The length of the telephone extension for this machine. The number of digits must match the extension length in your dial plan.
Default Community:	1 to 15	<p>If you have administered your system to use communities, enter the default community number here. The default community number defines any sending restrictions to be placed on the fax print destination machine. The sending restriction feature stops specific groups of fax-enabled subscribers from sending to certain destinations, such as international locations.</p> <p>For example, you set up two communities. Community 1 does not have international dialing capability, and you assign the subscribers who cannot make international calls to community 1. Community 2 has international dialing capability and you assign the Non-North American Numbering Plan machine(s) and the selected individuals who can make international calls to community 2. Set up the restrictions so that community 1 is restricted from sending to community 2 and you have effectively told the Avaya Intuity system which subscribers can and cannot access international destinations.</p>
Prefix:	<p>The fax addressing prefix</p> <p>From 0 to 21 alphanumeric characters</p>	<p>The prefix is a number subscribers must enter to direct a fax to a fax print destination machine. The prefix can distinguish between machines with overlapping extension ranges, thereby resolving network conflicts between other networked machines. The prefix plus the fax print destination machine extension comprise a template that enables the Avaya Intuity system to match the string to the proper call delivery machine.</p> <p>Each fax endpoint machine you administer can have multiple prefixes. However, if multiple address ranges are specified for a particular machine, those ranges can not overlap. Also, overlaps are not allowed between machines of type calld or scalld and any other machine.</p> <p>Note: For the Aria User Interface on Intuity, use the fax addressing prefix: 32937 (FAXES).</p>

Table: Field Definitions: Machine Profile Screen, Page 1

Field Name	Valid Input	Description/Procedure
Start Ext:	From 3 to 10 digits	The start extension describes the digits for the ranges of telephone numbers for subscribers on this machine. The number of extension digits must be the same as defined for the extension length for this machine.
End Ext:	From 3 to 10 digits (The total length of the prefix and extension cannot exceed 24 characters.)	<p>The end extension describes the digits for the ranges of telephone numbers for subscribers on this machine. The number of extension digits must be the same as defined for the extension length for this machine.</p> <p>Example 1: for a machine called fax_onsite:</p> <ul style="list-style-type: none"> ■ Allowed: <ul style="list-style-type: none"> Prefix = NY, Start Ext. = 4000, End Ext. = 4999 Prefix = NY, Start Ext. = 5000, End Ext. = 5999 ■ Not allowed: <ul style="list-style-type: none"> Prefix = NY, Start Ext. = 4000, End Ext. = 4999 Prefix = NY, Start Ext. = 4500, End Ext. = 4600 <p>Example 2: for a machine called fax_local:</p> <ul style="list-style-type: none"> ■ Allowed: <ul style="list-style-type: none"> Prefix = CO, Start Ext. = 4000, End Ext. = 4999 Prefix = CO, Start Ext. = 5000, End Ext. = 5999 <p>The General Delivery Example (page 44) table provides settings for typical fax print destination machines.</p>

Machine Profile Screen, Page 2

Active	Alarms: wA	Logins: 7
change machine intfax		
Page 2 of 2		
MACHINE PROFILE		
Send to Non-Administered Recipients? y		
Callback Number: 1 (1, 2, 3, 4, or 5)		
Choices:		
1: 1	: 303	: 5551234
2:	:	:
3:	:	:
4:	:	:
5:	:	:
enter command: change machine intfax		

Table: Field Definitions: Machine Profile Screen, Page 2

Field Name	Valid Input	Description/Procedure
Send to Non-Administered Recipients?	y = yes n = no	Enter y. This field should always be yes for fax call delivery machines. This way, a subscriber is allowed to send to any number in the specified range. (If n is entered in this field, specific fax telephone numbers must be set up as administered remote subscribers.)
Callback Number:	1, 2, 3, 4, or 5	Callback numbers are not used for FAX Messaging. However, this field is linked to fields in other screens and must have a number entered (usually the number 1). See Before You Begin (page 10) for more information.

System-Parameters Features Screen, Page 2

Active	Alarms: wA	Logins: 5
change system-parameters features		Page 2 of 4
SYSTEM-PARAMETERS FEATURES		
MISCELLANEOUS PARAMETERS		
Broadcast Mailbox Extension:		
System Prime Time, Start: 07:00		End: 17:00
Increment(1/s), Rewind: s		Advance: s
FEATURE ACTIVATION		
Traffic Collection? y		
Name Record by Subscriber? y		
Multiple Personal Greetings? y		
End of Message Warning? y		Warning Time (seconds): 15
Priority on Call Answer? y		
Call Answer Disable? y		
Address Before Record? y		
MULTIMEDIA PARAMETERS		
Fax Print Destination Prefix: _____		
Text to Speech Conversion: headers_and_bodies		
enter command: change system-parameters features		

Subscriber Class of Service Parameters Screen, Page 2

drmid11		Active	Alarms: wA	Thresholds: none	Logins: 4
change subscriber 52199					Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS					
Addressing Format: <u>extension</u>		Login Announcement Set: <u>System</u>			
System Multilingual is ON		Call Answer Primary Annc. Set: <u>System</u>			
Call Answer Language Choice? <u>n</u>		Call Answer Secondary Annc. Set: <u>System</u>			
PERMISSIONS					
Type: <u>call-answer</u>		Announcement Control? <u>n</u>		Outcalling? <u>y</u>	
Priority Messages? <u>y</u>		Broadcast: <u>none</u>		IMAPI Access? <u>y</u>	
IMAPI Message Transfer? <u>y</u>		Fax Creation? <u>y</u>		Trusted Server Access? <u>y</u>	
INCOMING MAILBOX		Order: <u>fifo</u>		Category Order: <u>nuo</u>	
Retention Times (days), New: <u>10</u>		Old: <u>10</u>		Unopened: <u>10</u>	
OUTGOING MAILBOX		Order: <u>fifo</u>		Category Order: <u>unfda</u>	
Retention Times(days), File Cab: <u>10</u>		Delivered/Nondeliverable: <u>5</u>			
Voice Mail Message (seconds), Maximum Length: <u>1200</u> Minimum Needed: <u>32</u>					
Call Answer Message (seconds), Maximum Length: <u>1200</u> Minimum Needed: <u>8</u>					
End of Message Warning Time (seconds): <u> </u>					
Maximum Mailing Lists: <u>25</u>		Total Entries in all Lists: <u>250</u>			
Mailbox Size (seconds), Maximum: <u>4800</u>		Minimum Guarantee: <u>0</u>			
enter command: change subscriber 52199					

Class of Service Screen, Page 1

drmid11	Active	Alarms: wA	Thresholds: none	Logins: 4
change cos 1				Page 1 of 2
CLASS OF SERVICE				
Name: <u>class01</u> COS Number: 1 Modified? <u>y</u>				
Addressing Format: <u>extension</u>				
Login Announcement Set: <u>System</u>				
System Multilingual is ON Call Answer Primary Annc. Set: <u>System</u>				
Call Answer Language Choice? <u>n</u> Call Answer Secondary Annc. Set: <u>System</u>				
PERMISSIONS				
Type: <u>call-answer</u> Announcement Control? <u>n</u> Outcalling? <u>y</u>				
Priority Messages? <u>y</u> Broadcast: <u>none</u> IMAPI Access? <u>y</u>				
IMAPI Message Transfer? <u>y</u> Fax Creation? <u>y</u> Trusted Server Access? <u>y</u>				
enter command: change cos 1				

Class of Service Screen, Page 2

drmid11		Active	Alarms: wA	Thresholds: none	Logins: 4
change cos 1					Page 2 of 2
CLASS OF SERVICE					
INCOMING MAILBOX		Order: <u>fifo</u>	Category Order: <u>nuo</u>		
Retention Times (days),		New: <u>10</u>	Old: <u>10</u>	Unopened: <u>10</u>	
OUTGOING MAILBOX		Order: <u>fifo</u>	Category Order: <u>unfda</u>		
Retention Times(days),File Cab: <u>10</u>		Delivered/Nondeliverable: <u>5</u>			
Voice Mail Message (seconds),		Maximum Length: <u>1200</u>	Minimum Needed: <u>32</u>		
Call Answer Message (seconds),		Maximum Length: <u>1200</u>	Minimum Needed: <u>8</u>		
End of Message Warning Time (seconds): <u> </u>					
Maximum Mailing Lists: <u>25</u>		Total Entries in all Lists: <u>250</u>			
Mailbox Size (seconds), Maximum: <u>4800</u>		Minimum Guarantee: <u>0</u>			
enter command: change cos 1					

Subscriber Screen, Page 1

Active	Alarms: mWA	Logins: 3
change subscriber 52710		Page 1 of 2
SUBSCRIBER		
Name: angelita flores	Locked? n	
Extension: 52710	Password: _____	
COS: class01	Miscellaneous 1: _____	
Switch Number: 17	Miscellaneous 2: _____	
Community ID: 1	Miscellaneous 3: _____	
Secondary Ext: 64102	Miscellaneous 4: _____	
Account Code: _____	Covering Extension: _____	
	Broadcast Mailbox? n	
enter command: change subscriber 52710		

Subscriber Class of Service Parameters, Page 2; Adding Guaranteed Fax as a Subscriber

Active	Alarms: A	Logins: 2
add subscriber		Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS		
Addressing Format: <u>extension</u>		Login Announcement Set: <u>System</u>
System Multilingual is ON		Call Answer Primary Annc. Set: <u>System</u>
Call Answer Language Choice? <u>n</u>		Call Answer Secondary Annc. Set: <u>System</u>
PERMISSIONS		
Type: <u>call-answer</u>	Announcement Control? <u>n</u>	Outcalling? <u>y</u>
Priority Messages? <u>y</u>	Broadcast: <u>none</u>	IMAPI Access? <u>y</u>
IMAPI Message Transfer? <u>y</u>	Fax Creation? <u>y</u>	Trusted Server Access? <u>y</u>
INCOMING MAILBOX		
Order: <u>fifo</u>	Category Order: <u>nuo</u>	
Retention Times (days), New: <u>4</u>	Old: <u>4</u>	Unopened: <u>4</u>
OUTGOING MAILBOX		
Order: <u>fifo</u>	Category Order: <u>unfda</u>	
Retention Times(days), File Cab: <u>4</u>	Delivered/Nondeliverable: <u>5</u>	
Voice Mail Message (seconds), Maximum Length: <u>1200</u> Minimum Needed: <u>32</u>		
Call Answer Message (seconds), Maximum Length: <u>1200</u> Minimum Needed: <u>8</u>		
End of Message Warning Time (seconds): <u> </u>		
Maximum Mailing Lists: <u>25</u> Total Entries in all Lists: <u>250</u>		
Mailbox Size (seconds), Maximum: <u>5000</u> Minimum Guarantee: <u>0</u>		
Press [ENTER] to execute or press [CANCEL] to abort		
enter command: add subscriber		

Alarm Log Display Selection Window

Alarm Log Display Selection		
Alarm Log		
The following options control which alarms will be displayed.		
Alarm Type: <u>A</u>		
Alarm Level:		
Major? <u>Y</u>	Minor? <u>Y</u>	Warning? <u>Y</u>
Start Date: <u>11/15/98</u>	Time: <u>00:00</u>	Application: <u> </u>
Resource Type: <u> </u>	Location: <u> </u> <u> </u> <u> </u>	Alarm Code: <u> </u>

Fax Extended Dialing

Overview of Fax Extended Dialing

The Fax Extended Dialing feature allows subscribers to send and print faxes to telephone numbers of up to 23 digits. It also enables a shortcut key (**5) for all fax printing and sending . You control what fax numbers subscribers can call by allowing or denying dial strings.

Fax Extended Dialing works with the Intuity AUDIX telephone interface and with Message Manager Release 4.6 and later. The Fax Extended Dialing feature is currently not available for subscribers who use Message Manager Release 4.5.6 and earlier or the Aria on Intuity telephone interface. Those subscribers can still use FAX Messaging capabilities that have been set up as described in [FAX Messaging Administration](#).

If your Intuity AUDIX system was previously configured to send fax messages, the previous setup still works to send and print faxes. However, to enable Fax Extended Dialing, you must make additional settings. This section explains how to make the additional settings on the Intuity AUDIX system for Fax Extended Dialing. Topics and screens are listed in

the following table, Checklist for Administering Fax Extended Dialing (page 58):

Table: Checklist for Administering Fax Extended Dialing

Process	Screen	Procedure to Use
Confirm that fax is turned on.	Feature Options Window (page 69)	Confirming That FAX Messaging Is Turned On (page 59)
Confirm that AMIS Analog Networking settings are correct ¹ .	Change System Parameters Analog Network Screen	Enabling AMIS Analog Networking
Set system fax options.	System-Parameters Fax-Options Screen (page 71)	Setting System Fax Options (page 60)
Specify allowed or denied fax dial strings.	Fax-Dial-String Screen (page 74)	Specifying Fax Dial Strings (page 61)
Confirm that Outcalling settings are correct ¹ .	System-Parameters Outcalling Screen System-Parameters Features Screen, Page 2 System-Parameters Features Screen, Page 3	Confirm that Outcalling settings are correct
Enable fax transfer among local and remote machines ¹ .	Digital Network Machine Administration Window	Enabling FAX Messaging for Remote Digital Machines (Optional)
Activate fax for a Class of Service ¹ .	Class of Service Screen	Activate Fax for a Class of Service
Activate fax for an individual subscriber (if needed) ¹ .	Subscriber Screen, Page 2	Activate Fax for an Individual Subscriber

Table: Checklist for Administering Fax Extended Dialing

Process	Screen	Procedure to Use
Notify subscribers of fax capability.		Informing Subscribers of Fax Extended Dialing Capabilities (page 64)
Add fax machines to an ELA list	ELA Add Member Window	Administering ELA for AUDIX and Adding a Fax Machine to an ELA List (page 67)

1. This process is part of the standard FAX Messaging set up. It might already have been performed on your system if you previously set up FAX Messaging.

Confirming That FAX Messaging Is Turned On

To verify that FAX Messaging is turned on for your Avaya Intuity platform:

1. Start at the Intuity Main Menu (page 68) and select:

Feature Options

The system displays the Feature Options Window (page 69).
2. Verify that the Fax field is set to ON.
3. If the Fax field is OFF and you purchased the FAX Messaging feature, call the support center to request that FAX Messaging be turned on for your Intuity AUDIX platform. If you did not purchase FAX Messaging with Intuity AUDIX, call the service center or account team to purchase it.
4. Press F6 (Cancel) once to return to the Intuity Main Menu (page 68).

Setting System Fax Options

To enable the Intuity AUDIX system to use Fax Extended Dialing:

1. Start at the Intuity Main Menu (page 68) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 70).

2. At the `enter command:` prompt, enter **change system-parameters fax-options**

The system displays the System-Parameters Fax-Options Screen (page 71)

3. In the Fax Extended Dialing Enabled? field, type **y**
4. In the Fax Server Name: field, type the name of the fax server, such as *fax*. If necessary, use the commands *list machines* and *list trusted servers* to see the names of all machines on the system.
5. In the Fax Deliveries to All the Specified Dial Strings Are Allowed/Denied: field, type **allowed** or **denied**, whichever is appropriate.

For more information about the values in this field and about allowing or denying numbers, see Specifying Fax Dial Strings (page 61).

6. Press F3 (Enter) to save the information in the system database.
7. Press F3 (Enter) a second time to confirm.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed

Listing Fax Dial Strings

A fax dial string specifies the digits at the beginning of a telephone number. The fax dial strings administered on the system determine which

telephone numbers subscribers can use when addressing or printing faxes. To display a list of all the fax dial strings currently entered in the system:

1. Start at the Intuity Main Menu (page 68) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 70).

2. At the `enter command:` prompt, enter **list fax-dial-strings**

The system displays the List Fax Allowed Dial Strings Screen (page 72) or the List Fax Denied Dial Strings Screen (page 73).

The system adds the word Allowed or Denied to the screen title as an indication of whether you entered *allowed* or *denied* in the Fax Deliveries to All the Specified Dial Strings Are Allowed/Denied: field on the System-Parameters Fax-Options Screen (page 71).

If you specified *allowed* on the System-Parameters Fax-Options Screen (page 71), then the List Fax Allowed Dial Strings Screen (page 72) lists all the dial strings that subscribers can use when addressing or printing faxes.

If you specified *denied* on the System-Parameters Fax-Options Screen (page 71), then the List Fax Denied Dial Strings Screen (page 73) lists the dial strings that subscribers are not allowed to use when addressing or printing faxes. If you specified *denied* and no dial strings are listed, then subscribers can address faxes to any telephone number.

3. Press F1 (Cancel).

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed

Specifying Fax Dial Strings

A fax dial string specifies the digits at the beginning of a telephone number. The system allows up to 200 fax dial strings. You have three

choices for controlling telephone numbers to which outgoing faxes can be sent or printed:

Subscribers Can Send or Print Faxes To:	On the System-Parameters Fax-Options Screen (page 71), choose:	On Fax-Dial-String Screen (page 74):
Any telephone number	Denied	Do not specify any dial strings.
Any telephone numbers except for ones you want to deny access	Denied	Specify dial strings that begin telephone numbers that subscribers <i>cannot</i> use.
Only specific telephone numbers	Allowed	Specify only the dial strings that begin telephone numbers that subscribers <i>can</i> use for sending or printing faxes.

To add a fax dial string:

1. Determine which specific fax dial string you want to allow or deny. The fax dial string must include the trunk access code and applicable access, country, or area codes.

For example, 901157 is a dial string that consists of:

- 9, the trunk access code
- 011, the international dialing code
- 57, the country code

2. Start at the Intuity Main Menu (page 68) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 70).

3. At the `enter command:` prompt, enter **add fax-dial-string *nnnn***, where *nnnn* is the dial string to be added. The dial string

can contain up to 23 digits and the digits can be from 0 through 9. Spaces, star (*), or pound (#) are not allowed.

The system displays the Fax-Dial-String Screen (page 74) and displays the fax dial string to be added.

If you specified *allowed* on the System-Parameters Fax-Options Screen (page 71), then the Fax-Dial-String Screen (page 74) specifies that the dial string will be allowed, which means that subscribers can use the specified dial string when addressing or printing faxes.

If you specified *denied* on the System-Parameters Fax-Options Screen (page 71), then the Fax-Dial-String Screen (page 74) specifies that the dial string will be denied, which means that subscribers cannot use the specified dial string when addressing or printing faxes.

4. Press F3 (Enter) to confirm.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed

Removing Fax Dial Strings

As the needs of subscribers change, you can remove dial strings that were previously allowed or denied. Also, before you can change the *allowed* or *denied* setting in the Fax Deliveries to All the Specified Dial Strings Are Allowed/Denied: field on the System-Parameters Fax-Options Screen (page 71), you must remove all existing fax dial strings. To remove one or all fax dial strings:

1. Start at the Intuity Main Menu (page 68) and select:

AUDIX Administration

The system displays the AUDIX Command Prompt Screen (page 70).

2. Determine which fax dial string you want to remove. To see a listing of all fax dial strings currently administered on the system, use the command *list fax-dial-strings*. See Listing Fax Dial Strings (page 60) for more information.
3. At the `enter command:` prompt, enter **remove fax-dial-string *nnnnn*** to remove a specific dial string, where *nnnnn* is the specific dial string to be removed. Or, to remove all

dial strings that are currently administered, enter **remove fax-dial-string all**

The system displays the Remove Fax-Dial-String Screen (page 75) and displays the fax dial string to be removed.

4. Press F3 (Enter) to confirm.

The cursor returns to the command line, and the system displays the following message:

Command Successfully Completed

Informing Subscribers of Fax Extended Dialing Capabilities

Once FAX Messaging or Fax Extended Dialing is set up, subscribers need information about how to create and address fax messages. You can cut and paste this information into a message to your users or add it to an internal Web site.

Creating a Fax Message from a Fax Machine

You can create a fax message by accessing your Intuity AUDIX mailbox from a fax machine and then scanning the document you want to fax:

1. Use the handset of the fax machine and log in to your Intuity AUDIX mailbox.
2. When prompted, press 1 (Create a Message) on the telephone keypad of the fax machine.
3. When prompted, press # (To send only a fax).
4. When prompted, begin addressing:
 - For extensions on the local system, enter the extension number and #.
 - If your system uses fax extended dialing:
 - Press **5.
 - Enter the fax number as a subscriber would dial it from an internal desk phone, including trunk access code and long distance access codes.
 - Press #.

- If your system uses a fax prefix, enter the prefix, then the number, and then #.
 - For AUDIX mailing lists, press *L and follow system prompts.
5. After you've finished addressing, press #.
 6. Listen for voice prompts instructing you to load the document and press Start on the fax machine.

Creating a Fax Message by Forwarding from Your Mailbox

You can forward a fax message from your AUDIX mailbox. You can get the fax into your mailbox either by sending a fax to your AUDIX mailbox from a fax machine or by receiving a fax from someone else.

1. Send a fax to your own mailbox or receive a fax from someone else.
2. Log in to your Intuity AUDIX mailbox.
3. When prompted, press 2 (Get Messages) on the telephone keypad.
4. When you hear the header for the fax message, press 0 to listen.
5. Press 1 (Respond to or forward message).
6. Press 2 (Forward with comment).
7. Record the voice comment and then press #.
8. When prompted, begin addressing:
 - For extensions on the local system, enter the extension number and #.
 - If your system uses fax extended dialing:
 - Press **5.
 - Enter the fax number as a subscriber would dial it from an internal desk phone, including trunk access code and long distance access codes.
 - Press #.
 - If your system uses a fax prefix, enter the prefix, then the number, and then #.
 - For AUDIX mailing lists, press *L and follow system prompts.

9. After you've finished addressing the message, press #.

Addressing a Fax Message with Message Manager 4.6 or Later

When addressing a fax message in Message Manager 4.6 or later, verify that the fax number is prefixed with a trunk access code, usually '9', and suffixed with '@fax'. For example, if the number you are faxing is 011-4122-734-2803, then enter 901141227342803@fax. See Examples of Fax Addressing in Message Manager (page 66) for more examples of how to address a fax message for specific call types in Message Manager 4.6 or later.

Table: Examples of Fax Addressing in Message Manager

Call Type	Fax Number	Enter
Local 7-digit number	275-5555	92755555@fax
Local 10-digit number	303-555-1234	93035551234@fax
US long distance number	213-555-9999	912135559999@fax
International number (up to 23 digits)	011-4122-734-2803	901141227342803@fax

Creating a Fax Message with Message Manager 4.6 or Later

To create a fax message in Message Manager 4.6 or later:

1. Create a document in any software application that has print capabilities.
2. Select: File > Print
3. In the print dialog box, select: Message Manager Fax Print Driver (or, MM Fax Print Driver).
4. Click: OK

The Message Manager program opens and creates a new message with a fax component.

5. Add additional components if you want.
6. Address the message in the following format: <number>@fax

Adding a Fax Machine to an ELA List

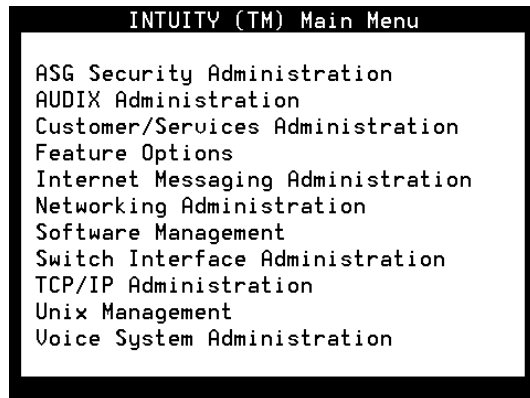
If you use the Enhanced List Application (ELA) capabilities of your system to create public mailing lists for subscribers to use, you can add a fax machine to an ELA list. For more information about ELA, see [Administering ELA for AUDIX](#).

To add any fax machine to an existing ELA list:

1. Open the ELA mailing list and the Add a Member window, as described in [Administering ELA for AUDIX](#).
2. Enter the destination address. The address includes:
 - trunk access code
 - long distance access or area code
 - telephone number
 - @ sign
 - fax server name

For example: 912127771234@fedfax where *fedfax* is the fax server name. You can use the **list machines** command or the **display system-parameters fax-options** command to find the fax server name.

Intuity Main Menu



Feature Options Window

Feature Options (Read Only)		
Feature Options Available	Current	Max
Audix Application	ON	N/A
DCS	OFF	N/A
Enhanced-List Application	OFF	N/A
Fax	ON	N/A
High speed digital ports	0	12
Internet Messaging Application	OFF	N/A
LDAP Directory	OFF	N/A
Low speed digital ports	0	12
Lucent Voice Director Sessions	0	64
Lucent Voice Director Size	0	20000
Max Number of IMAPI Sessions	64	96
Multilingual	ON	N/A
Number of Mailboxes Purchased	15000	20000
TCPIP digital ports	4	12
Text-to-Speech Sessions	4	4
Trusted Servers	16	64
hours_of_speech	100	173
voice_ports	6	6

AUDIX Command Prompt Screen

mardi	Active	Alarms: wA	Logins: 3
-------	--------	------------	-----------

enter command:

Issue 1

List Fax Allowed Dial Strings Screen

AUDIX	Active	Alarms: w	Logins: 2
list fax-dial-strings		Page 1	
LIST FAX ALLOWED DIAL STRINGS			
Dial String	Dial String	Dial String	
91800			
91888			
9303			
Press [NextPage], [PrevPage] or [Cancel]			
enter command: list fax-dial-strings			

List Fax Denied Dial Strings Screen

```
AUDIX           Active           Alarms:  W           Logins: 2
list fax-dial-strings           Page 1
LIST FAX DENIED  DIAL STRINGS

Dial String      Dial String      Dial String
901199
901157
91900
9911

Press [NextPage], [PrevPage] or [Cancel]
enter command: list fax-dial-strings
.
```

Fax-Dial-String Screen

AUDIX	Active	Alarms: wA	Logins: 4
add fax-dial-string		Page 1 of 1	

FAX-DIAL-STRING

THIS FAX DIAL STRING WILL BE DENIED

Fax Dial String: 1900

Press [ENTER] to execute or press [CANCEL] to abort

enter command: add fax-dial-string

Remove Fax-Dial-String Screen

AUDIX	Active	Alarms: wA	Logins: 4
remove fax-dial-string 911		Page 1 of 1	

FAX-DIAL-STRING

THIS FAX DIAL STRING WILL BE ALLOWED

Fax Dial String: 911

Press [Enter] to execute or [Cancel] to abort
enter command: remove fax-dial-string 911

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