



Fax Server

Fax server integration is one of the advanced features supported with Cisco Unity Connection providing additional messaging capabilities. Fax server integration enables users to receive faxes in the mailbox and forward a received fax to other users or fax machines for printing. Users can manage faxes using phone, Messaging Inbox, or IMAP client. Unity Connection creates the fax by integrating with a Cisco Fax Server.

Cisco Fax Server

Cisco Fax Server is an electronic delivery system that allows you to send and receive fax messages including documents, voice messages, and graphics to users configured on different Cisco Unified Messaging solutions.

Unity Connection communicates with the Cisco Fax server using the SMTP protocol. Faxes can either be inbound (sent from Cisco Fax server to Unity Connection users) or outbound (sent from Unity Connection users to Cisco Fax server).

The Cisco Fax Server handles the following functions:

- Routing inbound faxes to user mailboxes.
- Managing inbound and outbound faxes.
- Writing logs for inbound and outbound faxes.
- Generating reports for monitoring Cisco Fax Server statistics.
- Sending alerts to the administrator.
- Providing cover pages.
- Providing least-cost routing.
- Configuring POP3 Service and Custom Messages for integration with the Unity Connection server.



Note The Text-to-Speech feature cannot read faxes.

For more information on fax servers supported with Unity Connection, see the “Cisco Fax Server Integration in Cisco Unity Connection 10.x” chapter of the *Design Guide for Cisco Unity Connection, Release 10.x*, available at

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/design/guide/10xcucdgcx/10xcucdg080.html.

Task List for Configuring Fax Server Integration

The Cisco Fax server must be installed and configured before configuring the Unity Connection server. All features of Cisco Fax server must be managed directly in the Cisco Fax server and not in Cisco Unity Connection Administration.

Do the following steps to create a Cisco Fax server integration in Unity Connection:

1. Install Cisco Fax server 9.0 or later.
2. Configure the Cisco Fax Server: For configuring Cisco Fax Server, see the appropriate documentation at http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/fax_server/90/faxdocs.html
3. Configure Unity Connection. See the [Configuring Unity Connection for Cisco Fax Server Integration, page 18-2](#) section.
4. Configure the Unity Connection user accounts. See the [Configuring Users for Cisco Fax Server Integration, page 18-3](#) section.
5. Test the Cisco Fax Server integration. See the [Testing Cisco Fax Server Integration, page 18-4](#) section.



Note You can change the Cisco Unity Connection configuration and the user configuration after the Cisco Fax Server integration is created. See the [Changing Unity Connection Configuration for Cisco Fax Server Integration, page 18-4](#) and [Changing User Configuration for Cisco Fax Server Integration, page 18-5](#) sections.

Configuring Unity Connection for Cisco Fax Server Integration

See the section:

- [Configure SMTP on Unity Connection server, page 18-2](#)
- [Enable Cisco Fax Server Integration on Unity Connection, page 18-3](#)
- [Customize Cisco Fax Server integration on Unity Connection, page 18-3](#)

Configure SMTP on Unity Connection server

To Configure SMTP on Unity Connection Server

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings** and select **SMTP Configuration > Server**.
 - Step 2** On the SMTP Server Configuration page, in the **Edit** menu, select **Search IP Address Access List**.
 - Step 3** On the Search IP Address Access List page, select **Add New**.
 - Step 4** On the New Access IP Address page, in the **IP Address** field, enter the IP address of the Cisco Fax Server and select **Save**.
 - Step 5** Check the **Allow Unity Connection** check box and select **Save**.
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Enable Cisco Fax Server Integration on Unity Connection

To Enable the Cisco Fax Server Integration on Unity Connection

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- Step 1** In Cisco Unity Connection Administration, expand **System Settings** and select **Fax Server**.
 - Step 2** On the Edit Fax Server page, check the **Enabled** check box.
 - Step 3** In the **Fax Server Name** field, enter a descriptive name for the Cisco Fax Server.
 - Step 4** In the **SMTP Address** field, enter the fully qualified SMTP address of the SMTP server on the Cisco Fax Server.

**Caution**

This fully qualified SMTP address must match the server address and domain that are configured for the POP3 mailbox on the Cisco Fax Server. Otherwise, the integration do not function correctly.

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- Step 5** In the **IP Address** field, enter the IP address of the Cisco Fax Server.
 - Step 6** If you use a smart host SMTP server to deliver faxes from the Cisco Fax Server to Unity Connection, check the **Use Smart SMTP Host** check box. Otherwise, uncheck this check box.
 - Step 7** Select **Save**.
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Customize Cisco Fax Server integration on Unity Connection

To Customize the Cisco Fax Server Integration on Unity Connection

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- Step 1** In Cisco Unity Connection Administration, expand System Settings, then select **Advanced > Fax**.
 - Step 2** In the Fax Configuration page, in the **Faxable File Types** field, enter the file extensions (separated by a comma) that Unity Connection keeps in messages that are delivered to the Cisco Fax Server. Unity Connection removes all files with other file extensions before delivering the message to the Cisco Fax Server.
 - Step 3** In the **Subject Prefix for Notification of a Successful Fax** field, enter the prefix that the Cisco Fax Server adds to the **Subject** field of fax reports. When Unity Connection detects this prefix, it generates a delivery receipt and places it in the user mailbox.
 - Step 4** In the **Subject Prefix for Notification of a Failed Fax** field, enter the prefix that the Cisco Fax Server adds to the **Subject** field of fax reports. When Unity Connection detects this prefix, it generates a non-delivery receipt and places it in the user mailbox.
 - Step 5** Select **Save**.
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Configuring Users for Cisco Fax Server Integration

**Note**

The Cisco Fax Server must have a subscriber for each Unity Connection user that you are configuring.

While on the phone, users can add or change the number for the fax machine that they send faxes to for printing.

To Configure Unity Connection Users for Cisco Fax Server Integration

Step 1 In Cisco Unity Connection Administration, expand **Users** and select **Users**.

Step 2 On the Search Users page, select the alias of a user.



Note If the user alias does not appear in the search results table, set the applicable parameters in the search fields at the top of the page and select **Search**.

Step 3 On the Edit User Basics page, in the **Outgoing Fax Number** field, enter the number for the fax machine that users send faxes to for printing.

Step 4 In the **Outgoing Fax Server** field, select the name of the Cisco Fax Server.

Step 5 Select **Save**.

Step 6 Repeat [Step 2](#) through [Step 5](#) for all remaining users.



Note You can use **Bulk Edit** mode to add or change fax extensions for multiple users at once.

Testing Cisco Fax Server Integration

To Test the Cisco Fax Server Integration

Step 1 Send a fax to the fax extension of a user who has been configured for the Cisco Fax Server integration.

Step 2 Sign in to the Unity Connection mailbox of the user to whom you sent the fax.

Step 3 If the user account is configured for speech access, say **Play Messages**.

If the user account is not configured for speech access, **press 1**, and then follow the prompts to list messages.

Step 4 When you hear the system announce the fax that you just sent, either say **Fax**, or press the applicable keys on the phone keypad to print the fax.

Changing Unity Connection Configuration for Cisco Fax Server Integration

To Change the Cisco Fax Server Integration on Unity Connection

Step 1 In Cisco Unity Connection Administration, expand **System Settings** and select **Fax Server**.

Step 2 On the Edit Fax Server Configuration page, check the **Enabled** check box to enable the integration with the Cisco Fax Server. Otherwise, uncheck this check box.

- Step 3** In the **Fax Server Name**, enter a descriptive name for the Cisco Fax Server.
- Step 4** In the **SMTP Address field**, enter the fully qualified SMTP address of the SMTP server on the Cisco Fax Server.
- Step 5** In the **IP Address field**, enter the IP address of the Cisco Fax Server.
- Step 6** If you use a smart host SMTP server to deliver faxes from the Cisco Fax Server to Cisco Unity Connection, check the **Use Smart SMTP Host check box**. Otherwise, uncheck this check box.
- Step 7** Select **Save**.
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To Change the Customized Settings for the Cisco Fax Server Integration on Unity Connection

- Step 1** In Cisco Unity Connection Administration, expand **System Settings** and select **Advanced > Fax**.
- Step 2** In the Fax Configuration page, in the **Faxable File Types field**, enter the file extensions (separated by a comma) that Unity Connection keeps in messages that are delivered to the Cisco Fax Server. Unity Connection removes all files with other file extensions before delivering the message to the Cisco Fax Server.
- Step 3** In the **Subject Prefix for Notification of a Successful Fax field**, enter the prefix that the Cisco Fax Server adds to the **Subject** field of fax reports. When Unity Connection detects this prefix, it generates a delivery receipt and places it in the user mailbox.
- Step 4** In the **Subject Prefix for Notification of a Failed Fax field**, enter the prefix that the Cisco Fax Server adds to the **Subject** field of fax reports. When Unity Connection detects this prefix, it generates a non-delivery receipt and places it in the user mailbox.
- Step 5** Select **Save**.
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Changing User Configuration for Cisco Fax Server Integration



Note While on the phone, users can add or change the number for the fax machine that they send faxes to for printing.

To Change the Unity Connection User Configuration for Cisco Fax Server Integration

- Step 1** In Cisco Unity Connection Administration, expand **Users** and select **Users**.
- Step 2** On the Search Users page, select the alias of a user.



Note If the user alias does not appear in the search results table, set the applicable parameters in the search fields at the top of the page, and select Search.

- Step 3** On the Edit User Basics page, in the **Outgoing Fax Number** field, enter the number for the fax machine that users send faxes to for printing.
- Step 4** In the **Outgoing Fax Server field**, select the name of the Cisco Fax Server.
- Step 5** Select **Save**.

Step 6 Repeat [Step 2](#) through [Step 5](#) for all remaining users.



Note You can use Bulk Edit mode to change fax extensions for multiple users at once.

Configuring a Single Number to Receive Both Voice Calls and Faxes

Unity Connection can use a single number to receive both voice calls and fax calls. In this configuration, incoming calls are directed to a Cisco gateway that can detect a CNG (fax) tone. When a CNG tone is detected, the gateway forwards the fax call to the Cisco Fax Server. When no CNG tone is detected, the gateway forwards the voice call to Unity Connection.

Requirements

- For more information on requirements to configure single number to access both voice calls and faxes, see the [Configuring Unity Connection for Cisco Fax Server Integration](#) section.
- You require the TCL script file `app_fax_detect.2.1.2.3.tcl` or later.

Configuring a Single Number to Receive Both Voice Calls and Faxes

- Download the TCL script file `app_fax_detect.2.1.2.3.tcl` or later. See the “Configuring Fax Detection” chapter of the applicable Cisco IOS Fax and Modem Services over IP Application Guide at <http://www.cisco.com/cisco/web/psa/default.html?mode=prod>
 - Configure the Cisco IOS gateway for fax detection. See the “Configuring T.38 Fax Relay” chapter of the applicable Cisco IOS Fax and Modem Services over IP Application Guide at <http://www.cisco.com/cisco/web/psa/default.html?mode=prod>.
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