



INTUITIVE VOICE
TECHNOLOGY

Fax To Email

User Guide

Version 1.0

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4/8/2008

Overview

This guide provides an overview of setting up and configuring Fax to Email.

General Support

If you have questions or need technical assistance with Evolution PBX call (888) 587-5750 or send an Email to support@intuitivevoice.com.

If you have questions about third party hardware or software please visit the following Websites:

- Snap: <http://www.snapanumber.com>
- iView: <http://www.i9technologies.com/>
- Cisco VoIP Telephones: <http://www.cisco.com>
- CounterPath Software Telephones - <http://www.counterpath.com>
- Digium PCI Cards: <http://www.digium.com>
- Linksys Analog Terminal Adapters and VoIP telephones: <http://www.linksys.com>
- Polycom VoIP Telephones: <http://www.polycom.com>
- Draytek Routers: <http://www.draytek.us>
- Sangoma PCI Cards: <http://www.sangoma.com>
- Rhino PCI Cards: <http://www.rhinoequipment.com/>

My Evolution PBX Doesn't Do That!

Some features and configuration options in this document may only be available with a recent software upgrade available from Intuitive Voice Technology. Email support@intuitivevoice.com to learn more about Evolution PBX upgrades (please explain the feature that you are interested in).

Errata

Please report errors or confusing descriptions by sending an Email to support@intuitivevoice.com.

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Overview

Evolution PBX Fax to Email Support:

Evolution is one of the few PBX's that comes with Native Fax to Email and Email to Fax support (**Available only in the Platinum release**). Evolution's faxing capabilities are limited to traditional Analog, (T1 or PRI hardware Version 3.1).

Note: Support for VoIP based faxing is expected sometime in the future.

How Does It Work?

You can send an outbound fax as a PDF, text, or just the body of an Email to the Evolution PBX and the phone system will read the fax and Email it to the proper recipient. On inbound calls to your unified messaging Evolution listens for fax tones and when heard it will receive the fax and send it to the Email Address listed for this Dial In Device (DID).

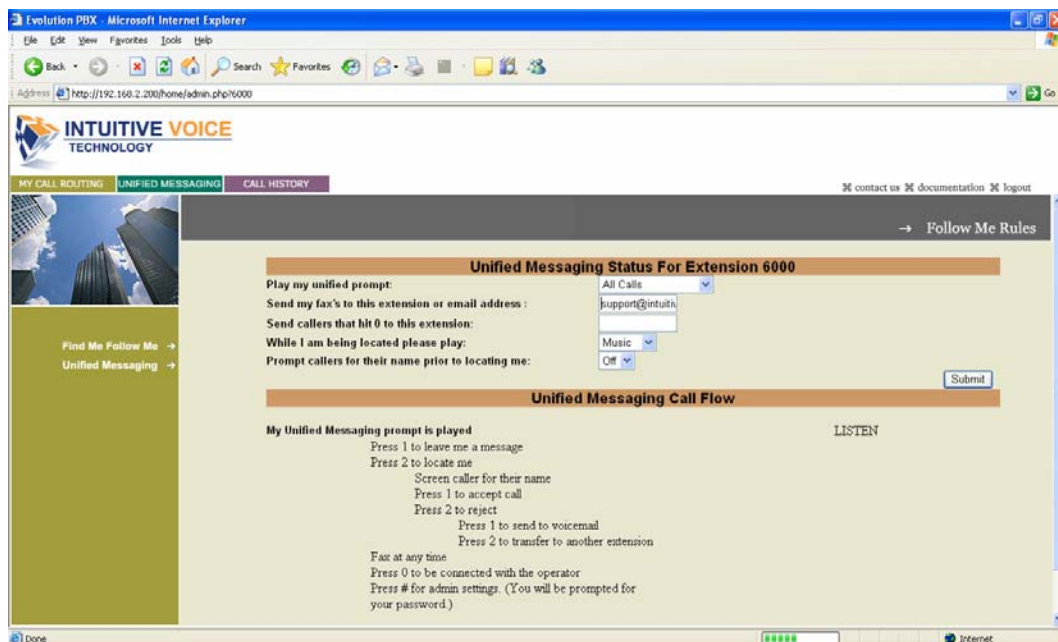
Main Features:

- Unlimited DID's can be enabled.
- Conversion of faxes from most popular file formats.
- Support Analog and T1.
- Built in Email server to receive fax requests and forward faxes.
- Easily send and receive faxes from any Email client.

Configuring Inbound Faxing

To Configure Inbound Faxing:

1. Login to **Evolution PBX**, click the **Phone Extensions** tab then locate the appropriate extension and click on the user interface icon for that extension.
2. Click **Unified Messaging**.
The Unified Messaging window displays.



3. In the **Play my unified prompt** field, select when to enable unified messaging. Available options: Never, All Calls and External Calls Only.
4. In the **Send my fax's to this extension or Email Address** field, enter the Email Address to send faxes to. Alternatively, you can choose an extension number that a fax machine has been configured to using an Analog adaptor.

Note: Voicemail to Email must already be configured. If not, follow the procedures below.

To Configure Voicemail to Email

- a. Login to **Evolution PBX**, click the **Resources** tab then click **Voicemail**.
 - b. Select the mailbox to configure then click Edit and the voicemail configuration window displays.
 - c. In the **Email Address** field, enter the Email Address that will be sent an Email message upon receipt of each new voicemail received. Leave this field blank if no Email is desired.
Note: If the Attach Voicemail field is set to Yes then the Email will include the digitally recorded message as a .wav file attachment.
 - d. In the **Notification Email/Ph Num** field, enter the Email Address that will be sent an Email message for notification only. Leave this field blank if no Email is desired.
Note: This is a notification notice **ONLY**. No message will be attached regardless of the status of the Email Address and Attach Voicemail fields.
 - e. In the **Attach Voicemail** field, select **Yes** to send a digitally recorded message as an attachment (.wav file) to the Email Address provided in the Email Address field. Select **No** to disable this feature.
 - f. In the **Auto Delete** field, select **Yes** for the Evolution PBX to automatically delete a voicemail after an Email with the voicemail attachment is sent to the user. Select **No** to disable this feature.
 - g. Click **Save**.
5. In the **Send callers that hit 0 to this extension** field, select the extension that callers will be sent to when they press 0.
 6. In the **While I am being located please play** field, select what callers will hear while you are being located. Available options include Music and Ringing.
 7. In the **Prompt callers for their name prior to locating me** field, select **On** to prompt callers for their name prior to locating you or select **Off** to disable this feature.
 8. Click **Submit** to save your changes.

Configuring Outbound Faxing

To Configure Outbound Faxing

1. Login to **Evolution**, click the **Call Routing** tab then click **Outbound Dial Map**.
2. Specify what circuits to send your outbound faxes through.
3. Open **Outlook** (or your favorite Email client) and set up a new SMTP server for outbound mail.

Outlook

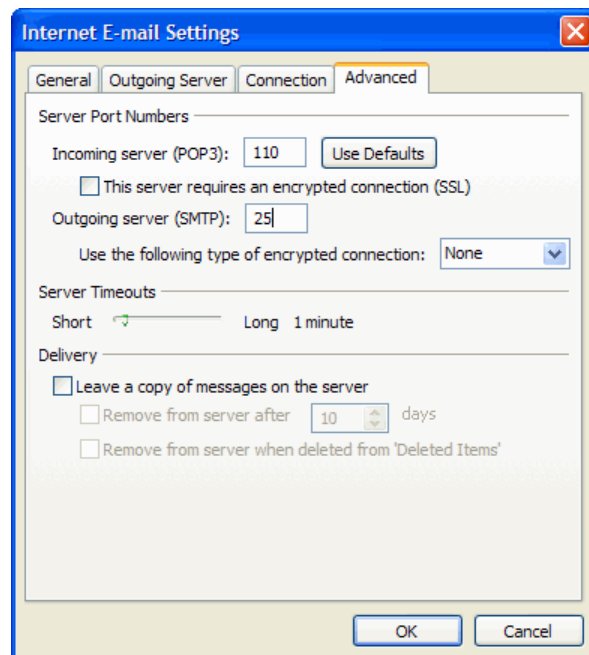
- a. Select **Tools / Options** from the main menu and the Options window displays.
- b. Click the **Mail Setup** tab then click **E-mail Accounts**.
- c. Open an existing account then click **More Settings...** and the Internet Email Options window displays.

Or

Create and configure a new Email account then open it and click **More Settings** and the Internet Email Options window displays.

All Email Clients

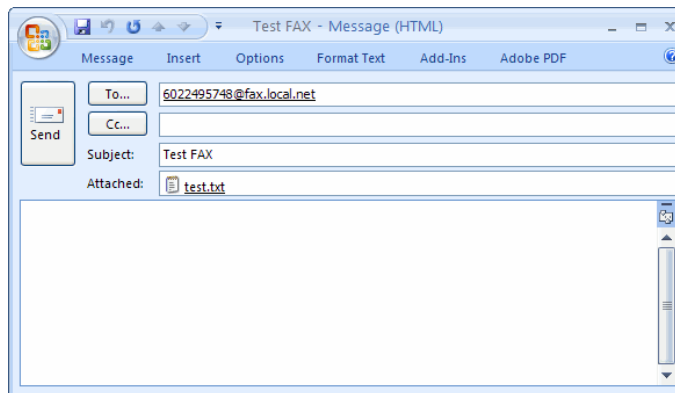
- d. In the **Incoming Server (POP3):** field, set to 110.
- e. In the **Outgoing server (SMTP):** field, set to 25.



Sending a Fax

To Send a Fax

1. Open **Outlook** (or your favorite Email client) and create a new message.
2. In the **To:** field, enter FAX#@fax.local.net (e.g., 5551231234@fax.local.net).
3. Attach your PDF or include it in the body of your Email.
Note: PDF documents and data entered into the body of your Email are the only acceptable types of data that may be sent via fax.
4. Select the appropriate outbound Email server to send the call through (the one we just created).



The fax is sent and a confirmation Email is sent.

