



CALLISTO⁺



FAX

ADMINISTRATION MANUAL

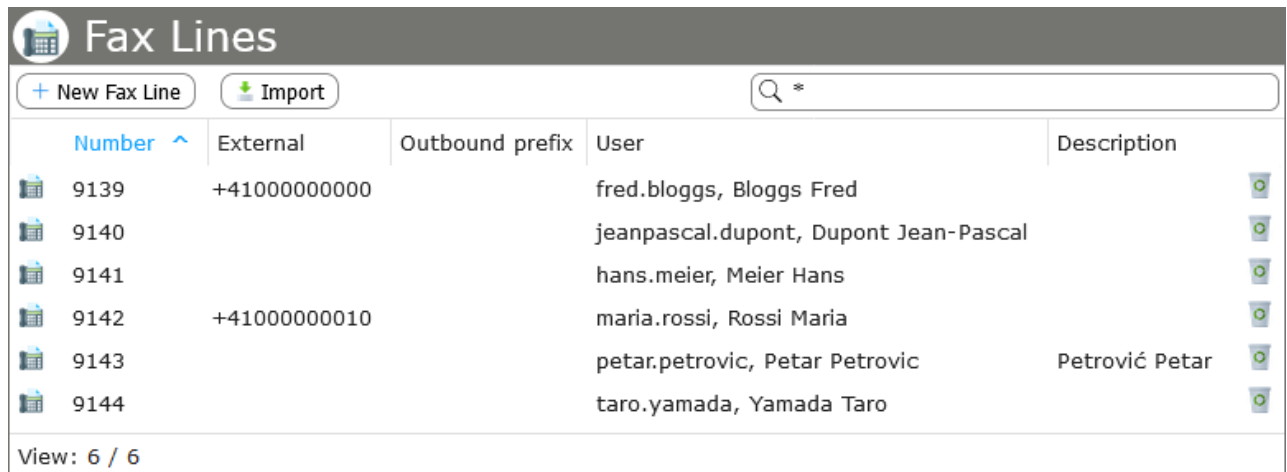
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Administration manual

Set up fax lines

Callisto administrators can access the Fax configuration by choosing System > Fax Lines from the main menu.



Number	External	Outbound prefix	User	Description
9139	+41000000000		fred.bloggs, Bloggs Fred	
9140			jeanpascal.dupont, Dupont Jean-Pascal	
9141			hans.meier, Meier Hans	
9142	+41000000010		maria.rossi, Rossi Maria	
9143			petar.petrovic, Petar Petrovic	Petrović Petar
9144			taro.yamada, Yamada Taro	

In this view, fax numbers can be configured and assigned to new users. Multiple users may be assigned to the same fax number. Depending on the configuration, incoming faxes will appear in the Callisto web GUI of the users that were assigned to the recipient fax number or sent to the corresponding users' email accounts. Both in the web GUI and as email attachments, the fax message will be in either PDF or TIFF format.

The optional External parameter defines the outgoing fax number corresponding to the number.

The parameter Outbound prefix will be added to the dialed number on an outgoing fax.

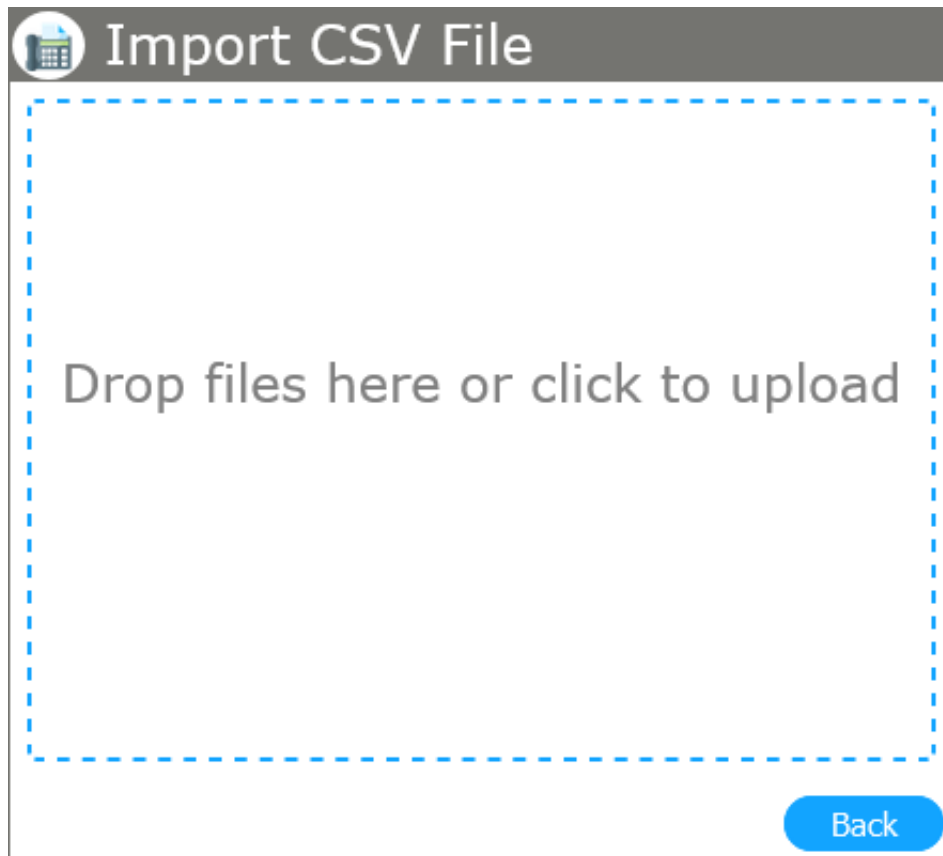
On Callisto Express

Your selection will automatically be saved to the Cisco Unified Communications Manager Express.

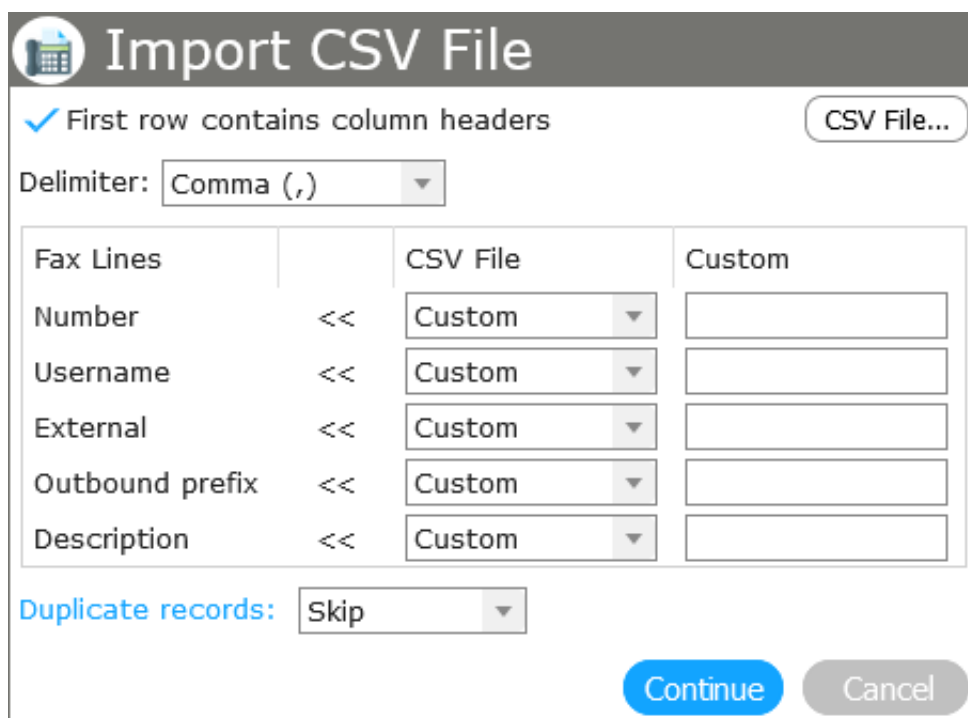
On Callisto UCM

For each new fax line, a separate dial peer has to be configured on the gateway. An example can be found in the [user manual](#).

Entries can be deleted by clicking on the *recycle* icon.



Click on the Import button to import multiple fax line entries by uploading a CSV file.

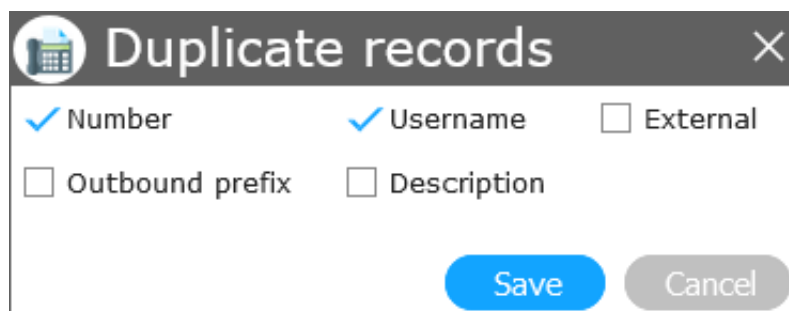


Select the proper Delimiter used in your CSV file. If the file's first row consists of a header record, check First row contains column headers.

Select the fields that correspond to the data in your CSV file. The field Username will be used for logging into the user account.

Clicking on Duplicate records gives you the option to determine records that already exist in your contact

list. If you select multiple checkboxes, the records where *all* values are identical will be treated as duplicate records.



In the drop-down list to the right of Duplicate records, you can decide how to handle duplicates.

When you are ready, click on Continue and the import will start. Once the import is finished, a summary will be displayed.

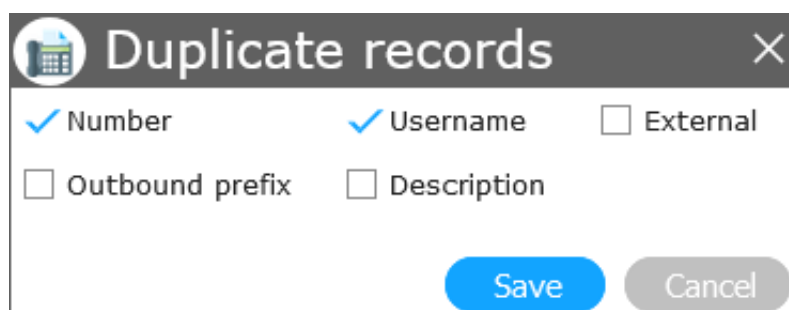
It is recommended to use the default values.

Configuration for sending faxes

On a client PC, log in as an administrator and choose Downloads > Callisto Downloads. Select the file *Callisto_Fax_Setup.exe*, which will be opened locally or in the current folder, depending on your selection. Edit or install the file according to the setup instructions.

Start the *Fax send* application (*FaxClientConfig.exe*) and enter the following parameters:

- Callisto: Callisto Domain Name or IP address (in most cases, Callisto is sufficient)
- Username and Password: The credentials which the client PC user will use.



Set up fax on Microsoft Windows 8 & 10

Start *Windows Fax and Scan* by pressing Start (Win + Q), selecting Apps and clicking on the *Windows Fax and Scan* icon. Choose Tools > Fax Accounts..., click Add... and select Connect to a Fax Modem. Enter a name for the account, like Callisto Fax, and confirm by pressing Next. Select I'll choose later; I want to create a fax now.

With this, the configuration is finished and faxes can be sent by selecting the installed Fax Printer Driver from any Microsoft program.

Should incoming or outgoing faxes only partly transfer, the cause could be a synchronization problem on the gateway. This problem and its solution are described in the documentation of the [Cisco High Density Voice/Fax Network Module](#) (keywords: network-clock-participate, network-clock-select).



CALLISTO⁺



FAX

USER MANUAL

User manual

There are three ways to send faxes with Callisto's fax services

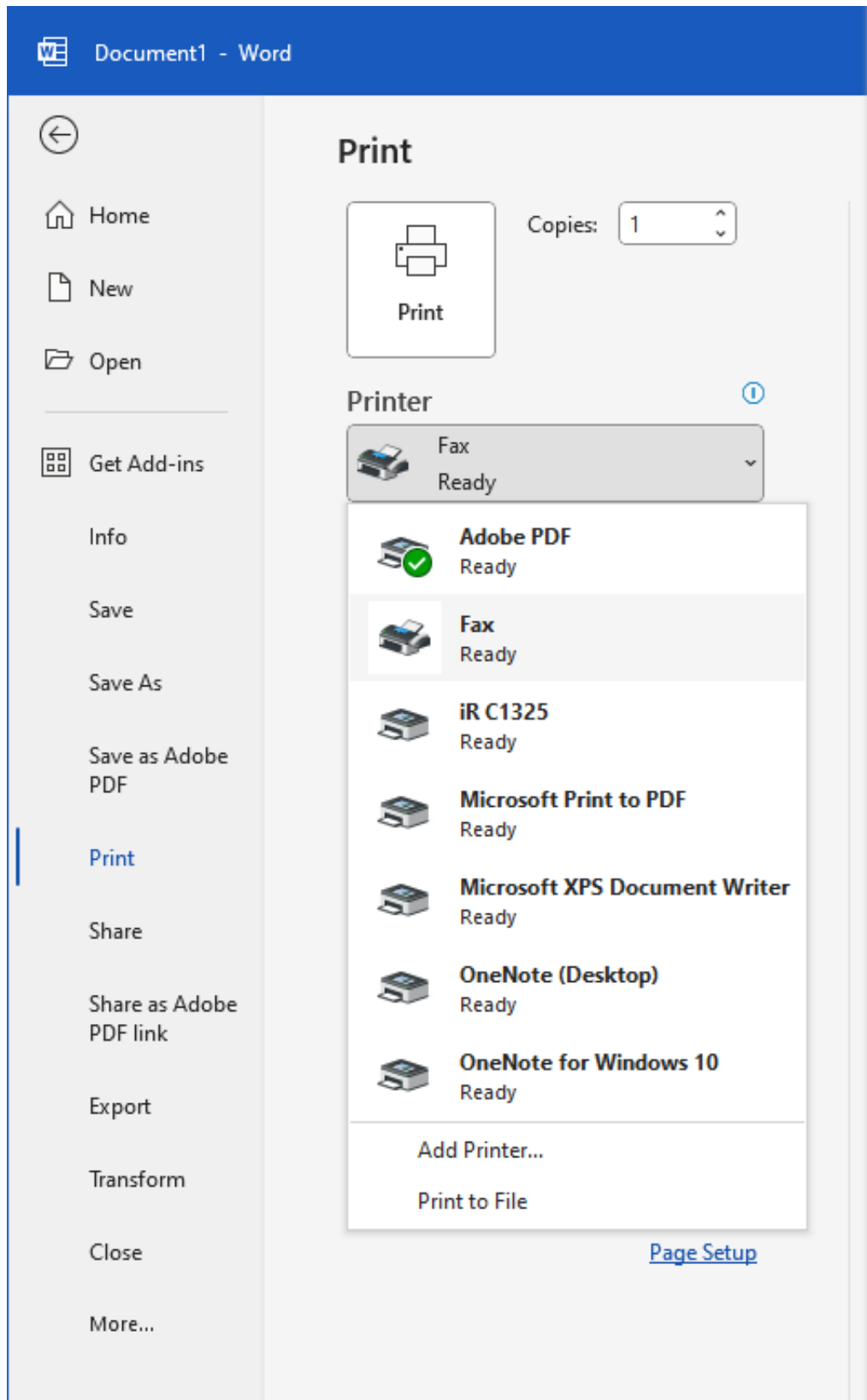
- Upload a PDF file in the Callisto web interface (see [Message functions](#) in the Callisto platform user manual)
- Send fax messages via Callisto's fax printer driver
- Send emails to fax machines via email client or multi-function printer

Callisto's fax printer driver

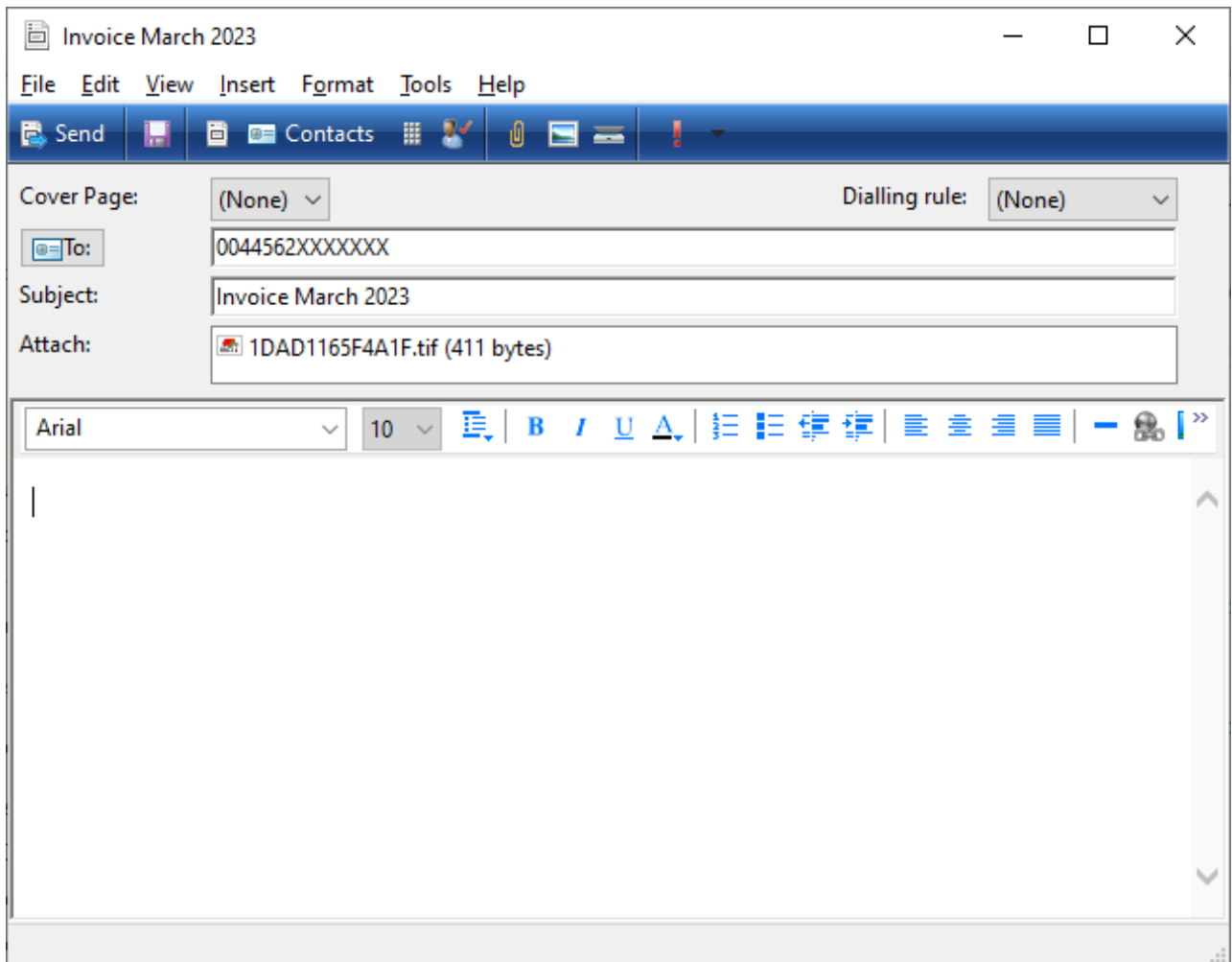
The Fax Service option provides the capability to send and receive faxes. If fax services are available on your Callisto system, your administrator will assist you with installing the required fax/printer driver onto your local PC.

After installing the Callisto fax/printer driver, you can send fax messages directly from any Microsoft-compatible application. The following example shows a fax being sent from Microsoft Word.

Open the document you want to send as a fax in Microsoft Word. Navigate to the File menu, choose Print and select *Fax* from the Printer drop-down menu.



The Windows Fax and Scan client opens, with your word document already included as attachment. Type an address in the To field and include an optional subject line in the Subject field. Once you filled out all information, choose File > Send Fax.



While the fax is being send, a status dialog box appears. You can monitor the fax sending process by clicking on View Details.

After the fax has been send successfully, the status box will show a green tick mark and, depending on your settings, a sound will play. If a problem occurs during sending, the fax sending process will start again after a short interval.

Fax messages can also be sent and controlled by using the Windows Fax and Scan client, which can be accessed by navigating to Start > All Programs > Windows Fax and Scan.

For more details on the Widnows fax client console, refer to the Microsoft help documents.

Send fax messages via email

Callisto has a build-in SMTP server that can convert email attachments to fax messages and send them to fax machines.

Using an email client (e.g. Microsoft Outlook) or an multi-function printer with email capabilities, users can send an emails with up to four attachements to Callisto. Ask your Callisto administrator about details on fax message formatting.

A recipient's address is of the following format: +44562XXXXXXX@fax

- +44562XXXXXXX is the destination fax number.
- fax is the domain name (or ip address) of your Callisto system.

In order to be able to send fax messages, the privilege Allow Fax sending needs to be enabled for your Callisto account.

To send a fax, open a new email in your email client, write the mail body as plain text and/or attach any files to the message. Enter the recipient's fax address as provided by your administrator and click Send.

For attachments, Callisto's fax service supports the following formats: Word documents, PDF, and plain text documents.

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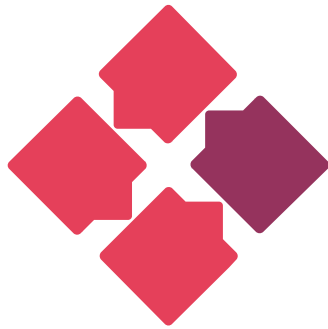
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