CALLISTO



FAX

USER MANUAL

Table Of Contents

User manual 3
User manual 3
Copyright Information, Disclaimer 7

User manual

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

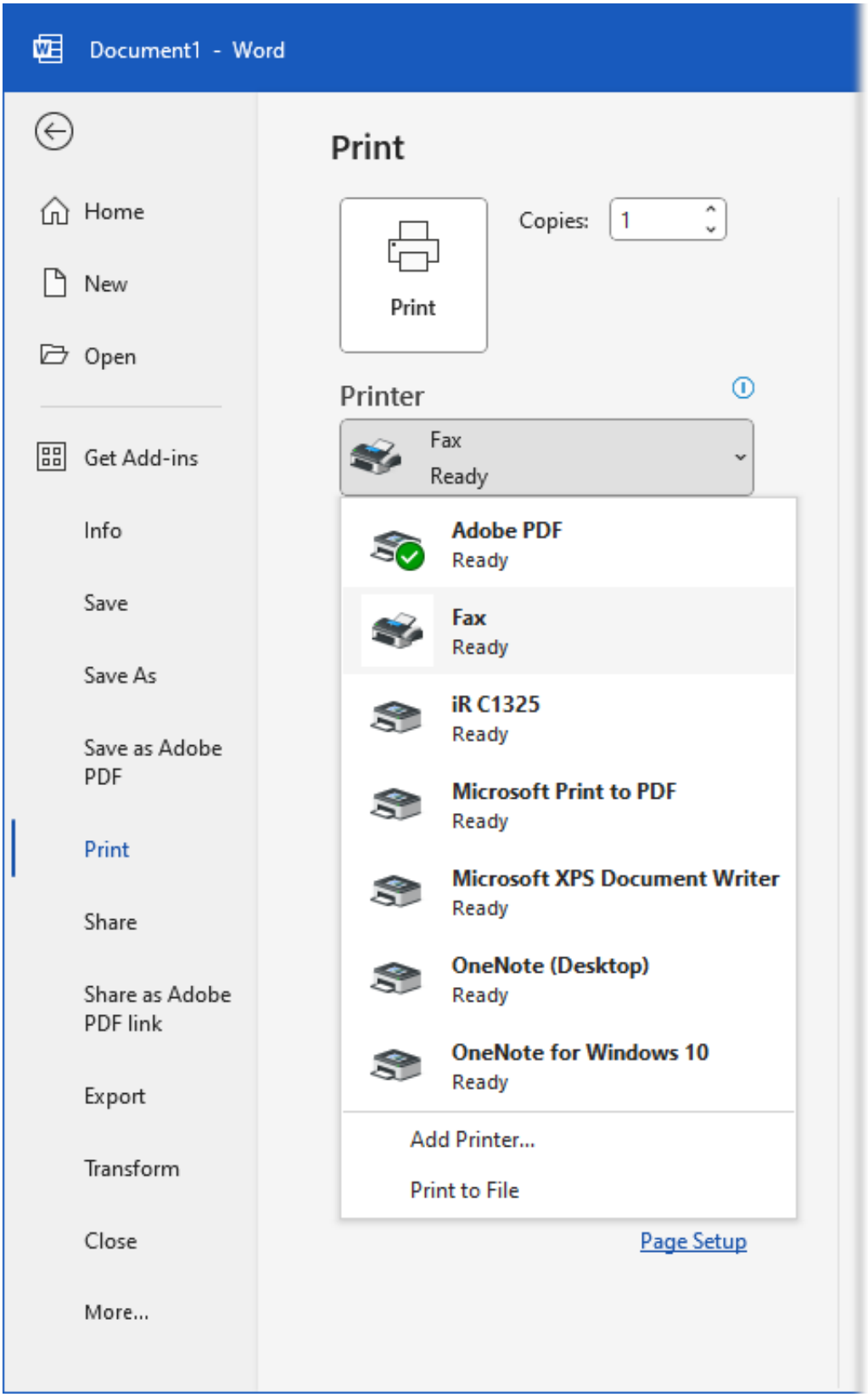
- Upload a PDF file in the Callisto web interface (see Message functions in the Callisto platform user manual)
- Send fax messages via Callisto's fax printer driver
- Send emails to fax machines via email client or multi-function printer

Callisto's fax printer driver

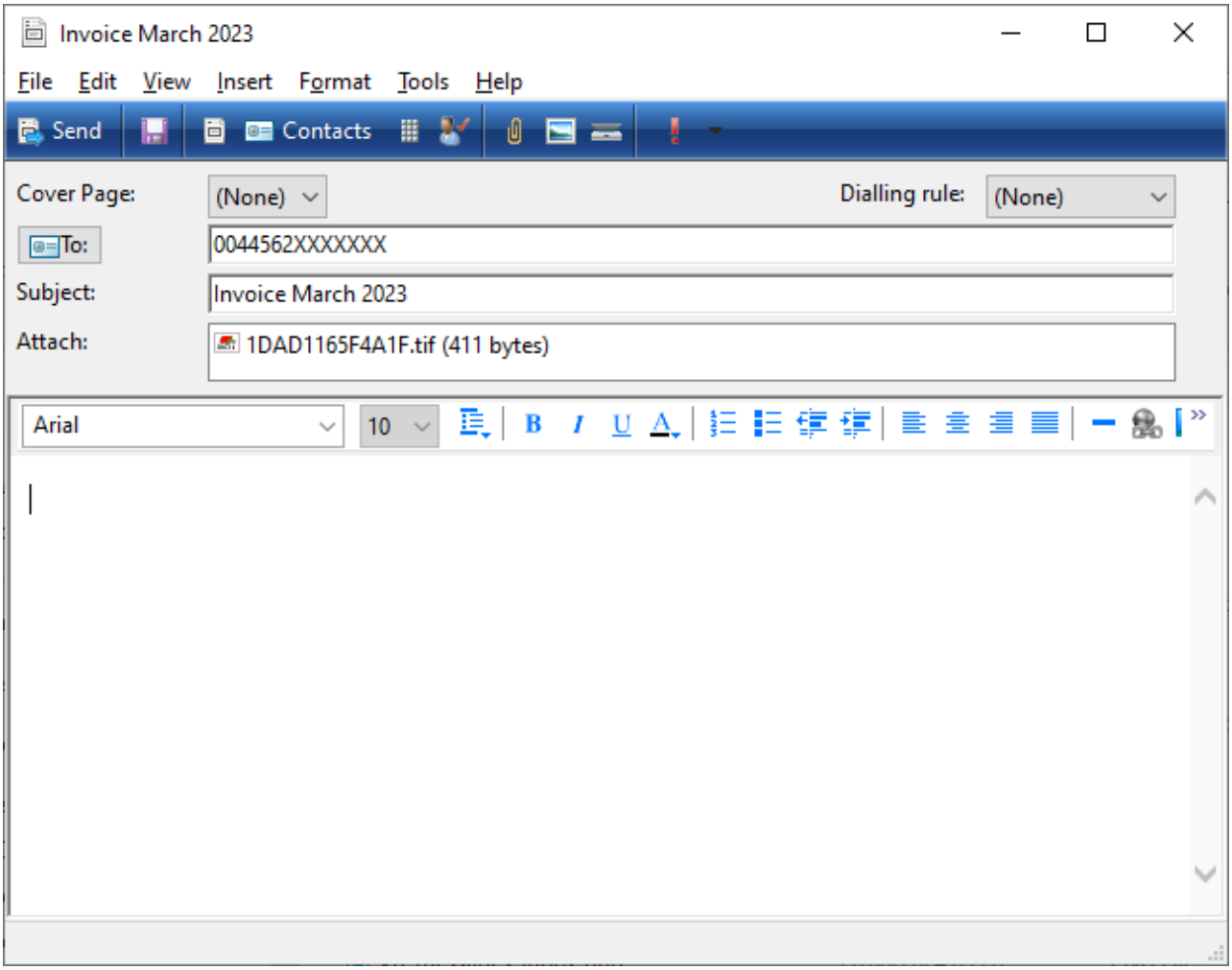
The Fax Service option provides the capability to send and receive faxes. If fax services are available on your Callisto system, your administrator will assist you with installing the required fax/printer driver onto your local PC.

After installing the Callisto fax/printer driver, you can send fax messageses 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 messsages 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.

Copyright

Copyright © 2026 CTModule AG; All Rights Reserved

This document contains proprietary information of CTModule AG. No part of the work described herein may be reproduced. Reverse engineering of the hardware or software is prohibited and is protected by patent law.

This material or any portion of it may not be copied in any form or by any means, stored in a retrieval system, adopted or transmitted in any form or by any means (electronic, mechanical, photographic, graphic, optic or otherwise), or translated to any language or computer language without the prior written permission of CTModule AG.

The information in this document is subject to change without notice. CTModule AG makes no representation or warranties with respect to the contents herein and shall not be responsible for any loss or damage caused to users either by direct or indirect use of this information. This document may contain information about third party products or processes. This third party information is out of the sphere of influence of CTModule AG. Therefore CTModule AG shall not be responsible for the correctness or legitimacy of this information.

While due care has been taken to deliver accurate documentation, CTModule AG does not warrant that this document is error-free. If you find any errors, inconsistencies, omissions or other problems related to this document, please report this in writing by email to box@ctmodule.com at CTModule AG.

CTMaker, VAS, Callisto, Callisto Express, Callisto ISDN, Callisto One, Callisto UCM, Callisto Cruise, Callisto Hospitality, Callisto X Mobile, COC Express , COC UCM and CTModule AG are trademarks and the CTModule logo is a service mark of CTModule AG.

All other products or company names mentioned herein are used for identification purposes only, and may be trademarks or registered trademarks of their respective owners.

The following description of software, hardware or process of CTModule AG or other third party provider may be included with your product and will be subject to the software, hardware or other license agreement.

Disclaimer

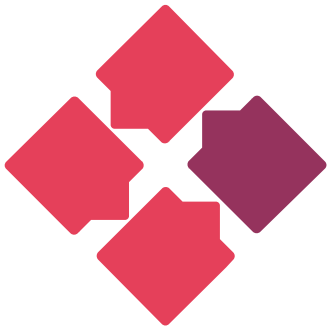
Changes are possible without notice.

The General Terms and Conditions (GTC) of CTModule AG, Switzerland apply.

All rights reserved.

For more information about CTModule AG, visit the CTModule web site at

www.ctmodule.com



CTMODULE

COMMUNICATION TECHNOLOGY MODULES

CTMODULE AG

Lehnweg 1

CH-3123 Belp/Berne

Switzerland

T: +41 (0)31 531 11 11

F: +41 (0)31 531 11 12

sales@ctmodule.com

OFFICE GERMANY

Frankfurter Straße 92

D-65760 Eschborn/Frankfurt

Germany

T: *+49 6196 2049173-0*

F: *+49 6196 2049173-9*

sales-d@ctmodule.com

OFFICE SERBIA

Gospodara Vučića 145

RS-11000 Belgrade

Serbia

T: +381 18 308076

sales@ctmodule.com