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Application Brief

Nortel CallPilot Fax Messaging

CallPilot Unified Messaging has become the preferred method of message access due to its ability to improve business processes and increase employee productivity. With CallPilot Unified Messaging, voice, fax and e-mail messages are combined within a single user interface and accessible from multiple devices, making it easier than ever for employees to be productive. Users can send, receive, reply and forward messages using their familiar desktop e-mail client, through an Internet browser, or by using the telephone interface. Because CallPilot Unified Messaging transforms message access into a single interface, users — whether in the office, on the road or working from home — work more efficiently.

CallPilot Fax Messaging — How does it work?

CallPilot Fax Messaging is offered by software license and controlled by keycode, so no additional hardware is required. CallPilot fax messages are stored on the CallPilot Unified Messaging server and do not pass through the enterprise e-mail server. And depending on the e-mail server used, it has minimal to no impact to that server. Fax messages can be accessed using the following methods:

› **CallPilot Desktop Messaging Client** — The CallPilot Desktop Messaging client software is loaded on

the user's desktop PC and integrates CallPilot voice and fax messages with the user's existing e-mail client.

› **My CallPilot Web Messaging** — Users have full access to voice, fax and e-mail messages through a web URL with no additional software installed on their PC. Users can also manage their personal mailbox settings, passwords, fax printing options and much more through the My CallPilot Web tool.

Note: In order to utilize fax messaging from the My CallPilot Web Messaging interface, the fax print driver must be loaded on the user's PC.



Telephone Message Access —

Using telephone keypad commands or by using speech commands, users can access their messages.

During the Desktop Messaging client installation, a fax print driver is installed to support the TIFF-F (Tagged Image File Format) format for sending fax images. Once a user has been assigned a CallPilot mailbox, Desktop Messaging and Fax Messaging are activated to utilize the Desktop Messaging client or the My CallPilot Web Messaging interface. Users will then have the ability to send and receive fax messages through their CallPilot mailbox.

CallPilot Fax Messaging highlights

- Fax messages are available on the user's desktop PC — Eliminates trips to and from a shared fax machine.
- Sensitive or confidential information can be handled privately — Faxes are sent to the intended recipient and cannot be read by others.
- Access to fax messages when away from the office — Mobile and home-based workers can remain productive from any location.
- Users are notified when they receive a fax message — Pager, telephone or RIM notification.
- Reduction in fax machines, fax paper and dedicated fax lines — Improved business efficiency.
- Unified voice, fax and e-mail messaging — With a single messaging interface, users can save up to 30 minutes per day.
- Batch fax messages that are addressed to the recipient — Eliminates the need to send the same fax to each individual recipient.

Figure 1. CallPilot Fax Messaging

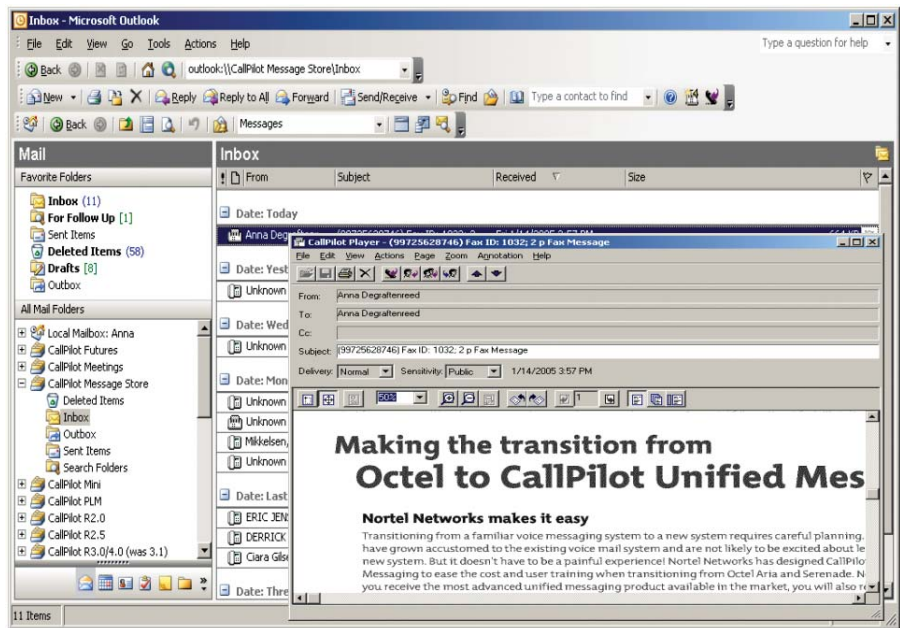
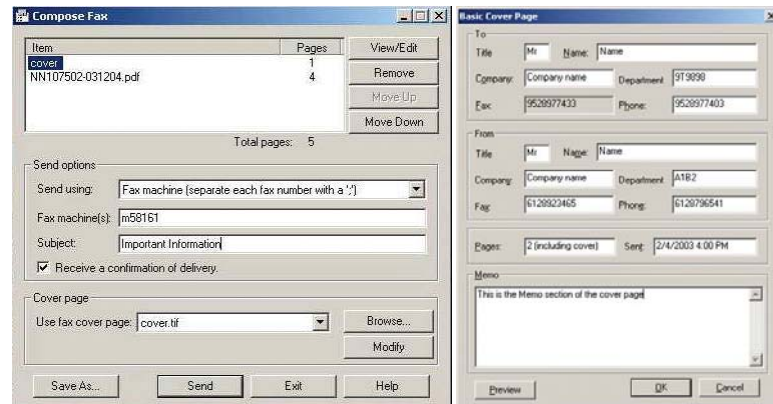


Figure 2. Sending faxes



Sending faxes

CallPilot Fax Messaging users can send faxes to other CallPilot users, as well as to any external fax machine or e-mail address. Any document can be sent by using the “print” command and selecting the Nortel Fax print driver. CallPilot will then display a window where the user can enter a fax number, CallPilot address or make a selection from their personal or CallPilot address book. Additionally, users can select to include a cover page with their fax document. Customized cover pages can be created by the administrator and made available for CallPilot users. When a cover page is

selected, the user can modify the cover page details and create a memo to be included on the cover page. Fax delivery confirmations are also available if the user selects to receive notification. But even if the user does not select to receive a delivery confirmation, CallPilot will automatically notify the user if the fax could not be delivered.

Batch faxing can also be accomplished using the Desktop Messaging client, allowing a single fax document to be sent to multiple recipients. By using the Microsoft Word Mail Merge utility, users can create a recipient database that can be used with CallPilot to send a

batch fax. And, with the Mail Merge utility, users can designate that recipients receive a fax that is addressed specifically to them.

Receiving faxes

CallPilot faxes can be retrieved from the Desktop Messaging client, the My CallPilot Web client, or through the telephone interface. There are two options for configuring a user's CallPilot mailbox for receipt of fax messages:

- > **Single Voice/Fax Direct Inward Dial (DID)** — Faxes are received on the user's primary DID or through a dedicated DID for receiving faxes. If a user receives a fax on their primary DID and answers the phone, the user can transfer the call to the fax service.
- > **Separate Voice/Fax Direct Inward Dial (DID)** — A user has a number for voice messages and a separate number for fax messages, but all messages are delivered to the user's primary DID. When a separate DID is dedicated for receiving CallPilot faxes, a phantom DN must be configured on the switch.

Faxes retrieved from the Desktop Messaging and My CallPilot clients will be displayed on the user's PC as a TIFF-F file. Users can then forward, reply, print or save messages. When replying to or forwarding fax messages, users can annotate the message with text or even record a voice message. Faxes can be sent to a printer, any fax machine, a default fax machine or any e-mail address. Mobile users can access their fax messages from any telephone and request that their faxes be sent to a local fax machine. This is particularly useful when traveling as users can send faxes to a local office or hotel fax machine. From the telephone interface, users can listen to the fax header information, reply, forward, print to a fax machine, compose and delete fax messages.

When a fax message is received, notification is provided by Message Waiting Indication (MWI) via the telephone and the desktop toolbar. Additional notification options can be configured through My CallPilot including pager, cell phone or RIM device.

Fax-on-demand

Integrating fax options into caller service menus is easy with CallPilot Application Builder. Fax-on-demand can be configured as a component of your auto attendant menu so that callers can request specific information faxed to them. For example, an auto attendant could be set up to include an

option where the caller can request a map with driving directions to your facility. The caller would enter their fax number and CallPilot will automatically send the requested information.

Administration

Through the CallPilot Manager Web administration pages, administrators can view and print reports that provide details on fax activity. Following are some of the reporting options.

- > **Fax Deliveries Activity Report** — This report provides a summary of fax activity, including new fax attempts, retries, successful fax transmission, wait time and blocked delivery attempts.

Figure 3. Receiving faxes

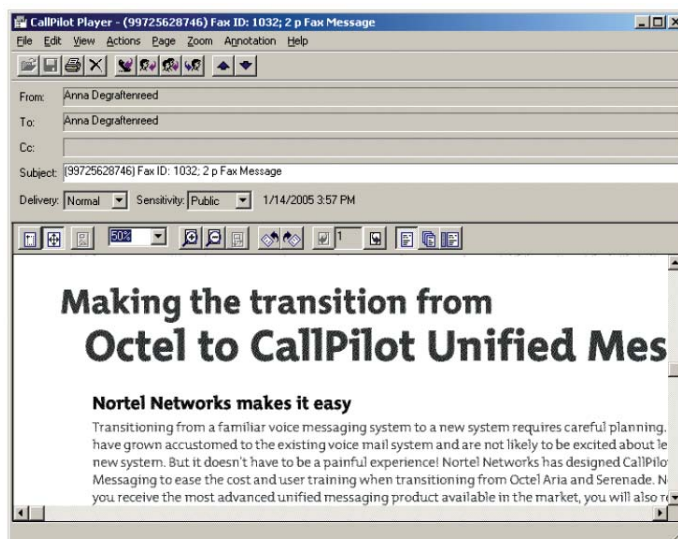
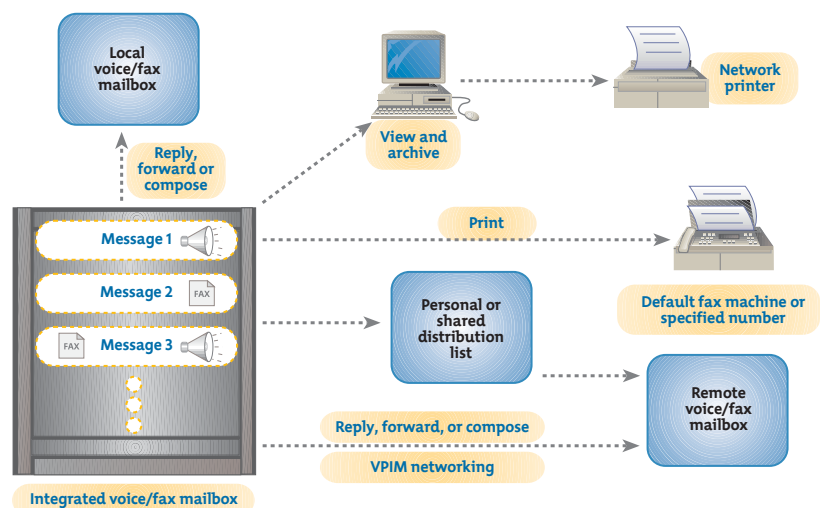


Figure 4. Fax message handling



> **Fax Print Audit Trail Report** —

This report provides a summary of each outcall attempt, including date/time, duration, phone number and mailbox number.

> **Fax Print Audit Detail Report** —

This report provides details on each fax outcall attempt and additional information on delivery failures.

The power of CallPilot Fax Messaging

CallPilot brings the traditional fax message to the desktop PC for secure, simplified access to fax messages from any location. Whether on the road or in the office, CallPilot fax messaging is sure to save time and provide improved overall business efficiency.



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