# **Configure Fax Message Feature for Webex Calling Users**

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## Introduction

This document describes how to configure Fax messaging for Webex calling users.

# Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Knowledge about configuration in Control hub
- Have a location with Webex Calling service and with the Voiceportal enable.
- Have a user with a calling license enabled and the Voicemail feature turned on.

## **Components Used**

The information in this document is based on these software and hardware versions:

- Webex calling user
- Control hub
- User portal

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

# **Background Information**

Extends the Messaging service to allow users to receive, store, review, and manage Fax messages. Users are

notified of new Fax messages like they are notified of new voice messages. Fax messages can be retrieved by email or retrieved directly on the user portal

# How to Enable Fax Messaging for Webex Calling Users

Webex Calling Users can receive Faxes on a new and unassociated number( different from their number). It is included in their Calling License, you need to enable it in the Voicemail section of the user configuration.

### **Through Configuration**

#### Step 1. Sign in to Control Hub



Control Hub login

Step 2. Click on Users and search for the user you want to enable to receive Faxes.

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88 Apps Pacount	参 Workspaces					
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Select user

## Step 3. Click on the user, go to Calling, and click on Voicemail.

webex Control Hub		Q Search	h			4 🖉 🖉 🐨
C Return to Partner	< <u>A</u> Mi	Summary Profile G	Seneral Meetings <u>Calling</u> Messag	ing Hybrid Services Devices	Vidcast	Actions ~
Alerts center		Caller ID 🛈	Location number : +14302035089			>
MONITORING		Emergency callback number	User's phone number : +143020350	64		>
🔝 Analytics						
☆ Troubleshooting Reports	Business texting	Allow this user to send and rec O Use the organization's defa	eive text on Webex App. An email will be s ault setting	ent to the user on enabling the settin	gs. Learn more.	
MANAGEMENT		Business texting : • Disab Override settings	bled			
은 Users						
Cocations	Voicemail, fax,	Voicemail 🕢	Enabled			>
Workspaces     Devices	language and timezone	Announcement language	English			>
88 Apps		Calling timezone	America/Los_Angeles			>
Account						

Voicemail

Step 4. Scroll to the bottom of the page, where it says Fax Messaging.

webex Control H	lub		Q Search	4 0 🖻 🐖
🖸 Return to Partner	⊠ 2	Mi	Summary Profile General Meetings Calling Messaging Hybrid Services Devices Vidcast	Actions ~
Overview			Q miguel.maldonadov+nov01@g X	
Alerts center				
MONITORING	N	/oicemail PIN 🛈	Reset Voicemail PIN	
Del Analytics			Turn on the default organization voicemail PIN. This allows all users to reset their PIN.	
Reports				
	P	lotifications	× Receive notification of any new voice messages.	
MANAGEMENT				
A Users				
🚑 Groups	N	Aessage storage	$igodoldsymbol{\circ}$ Use internal malibox $igodoldsymbol{O}$	
Cocations			Use new message indicator on phone	
& Workspaces			○ Use external mailbox O	
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88 Apps				
C Account	F	ax messaging 🛈	Receive fax messages	
Organization Setti			Receive faxes at this phone number	
			Q Enter phone number	
SERVICES			Add an extension (optional)	
C Updates & Migrati				
O Messaging				
0.0.0				

```
Fax messaging
```

#### Step 5. Toggle the bar to enable Receive Fax Messages.

Fax messaging ①	Receive fax messages
	Receive faxes at this phone number
	Q         Enter phone number           ③         This field is required.
	Add an extension (optional)
	Enter extension

enabkle toggle

Step 6. Enter the phone number you want to receive Fax messages on then click on Save.

Fax messaging ()	Receive fax messages         Receive faxes at this phone number         Q       +1 XXXXXXX         Add an extension (optional)         6040       ×	
		Cancel

Set number

#### **Retrieve the Fax Messaging**

#### By Email

Step 1. Sign in to Control Hub.

Welcome		'@gmail.com
	Sign In	
	Forgot password?	
	Need help signing in?	



 $Step\ 2$  . Click on Users and search for the user you want to enable to receive Faxes.

webex Control Hu	b	Q Search			4" 💿 🗳 🚾
Return to Partner Overview Alerts center	Users O Licenses O Contacts Users External administrators				
MONITORING	Q Search by name or email or = Filter	or All Locations	V 3 users		Send invitations Manage users
	First / Last name +	Email	Status	Administrator roles	
Reports	8		Active		
MANAGEMENT	<u>а</u> м		Active     Active	Full admin	1
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O Locations					
忿 Workspaces					
Devices					
In Account					
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SERVICES					

Select user

Step 3. Click on the user, go to Calling, and click on Voicemail.

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Troubleshooting     Reports	Business texting	Allow this user to send and reco Use the organization's defa Business texting : • Disabl	eive text on Webex App. An email will be sent to the user on enabling the settings, Learn more, sult setting	
A Users A Groups		Override settings		
C Locations	Voicemail, fax, announcement	Voicemail 💿	Enabled	>
Devices	language and timezone	Announcement language	English	>
82 Apps		Calling timezone	America/Los_Angeles	>

Voicemail

#### Step 4. Scroll to Aditional Settings

webex Control Hub		Q Search	4 0 🖻 🚾
Return to Partner Overview Alerts center	₫ Мі	Summary       Profile       General       Meetings       Calling       Messaging       Hybrid Services       Devices       Vidcast         O       Default "no answer" message	Actions ~
монтовню all Analytics ~ Troubleshooting Reports	Additional settings	Transfer on '0' to another line  Transfer on '0' to another  Transfer on '0' to an	
MANAGEMENT A Users As Groups O Locations	Voicemail PIN ()	Reset Voicemail PIN Turn on the default organization voicemail PIN. This allows all users to reset their PIN.	

Carbon copy

Step 5. Mark Email a copy of voicemail message and set the email where receive the Faxes, then click on save

Additional settings	Transfer on '0' to another line 🕥		
	Email a copy of voicemail message Use this email address for voicemail messages          Q       1@g       ×		
Voicemail PIN ①	Reset Voicemail PIN Turn on the default organization voicemail PIN. This allows all users to reset their PIN.		
		Cancel	Save

email copy

#### **Through the User Portal**

Step 1. Sign in to the <u>User Portal</u> (with the user account).

Welcom	e <b>mi</b>	@gmail.com
	Password Sign In Forgot password?	
	<u>Need help signing in?</u>	

user portal sign in

#### Step 2. Navigate to Webex calling.

Cisco Webe Settings	X My Profile	Webex Calling	My Devices	Message & Meetings	About	Sign Out	
All the feature options in settings.webex.com including	the Calling User P	ortal have been migra (u	ted to User Hub. Ir <u>ser.webex.com)</u> .	the upcoming months, users	s who reach	settings.webex.com will be	redirected to U
		Webe	i ex SIP address eset voicemail P	IN Download Webex	Арр		

user portal

## Step 3. Click on Voicemail.

# Cisco Webex Calling

