



Fax Server

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Fax Server

Cisco Unity Connection supports third-party fax servers. Fax server integration is one of the advanced features supported with Unity Connection providing additional messaging capabilities. It enables users to receive faxes in the mailbox and forward a received fax to other users or fax machines for printing. Users can manage faxes using phone, Messaging Inbox, or IMAP client.

Unity Connection interacts with the third-party fax servers directly through Simple Mail Transport Protocol (SMTP). Inbound faxes are received by the third-party fax servers and routed to the Unity Connection server through SMTP. Similarly, faxes are routed to the third-party fax servers through SMTP for rendering and outbound faxing.

For more information on fax servers supported with Unity Connection, see the “Third-Party Fax Servers Integration” chapter of the *Design Guide for Cisco Unity Connection Release 15*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/design/guide/b_15cucdg.html.



Note Cisco does not sell Cisco Fax Server. Refer to the end-of-sale/end-of-line notice at <https://docplayer.net/42962914-End-of-sale-and-end-of-life-announcement-for-the-cisco-fax-server.html>.

Task List for Configuring Fax Server Integration

Fax server must be installed and configured before configuring the Unity Connection server. Do the following steps to create a Fax Server integration in Unity Connection:

1. Install and Configure the Fax Server.
2. Configure Unity Connection. See the [Configuring Unity Connection for Fax Server Integration, on page 2](#) section.

3. Configure the Unity Connection user accounts. See the [Configuring or Updating Users for Fax Server Integration](#), on page 3 section.

Configuring Unity Connection for Fax Server Integration

Configure SMTP on Unity Connection server

- Step 1** In Cisco Unity Connection Administration, expand System Settings and select SMTP Configuration > Server.
 - Step 2** On the SMTP Server Configuration page, in the Edit menu, select Search IP Address Access List.
 - Step 3** On the Search IP Address Access List page, select Add New.
 - Step 4** On the New Access IP Address page, in the IP Address field, enter the IP address of the Fax Server and select Save.
 - Step 5** Check the Allow Unity Connection check box and select Save.
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Enabling or Updating Fax Server Integration on Unity Connection

- Step 1** In Unity Connection Administration, expand System Settings and select Fax Server.
 - Step 2** On the Edit Fax Server page, check the Enabled check box.
 - Step 3** In the Fax Server Name field, enter a descriptive name for the Fax Server.
 - Step 4** In the SMTP Address field, enter the fully qualified SMTP address of the SMTP server on the Fax Server.
Caution This fully qualified SMTP address must match the server address and domain that are configured for the POP3 mailbox on the Fax Server. Otherwise, the integration do not function correctly.
 - Step 5** In the IP Address field, enter the IP address of the Fax Server.
 - Step 6** If you use a smart host SMTP server to deliver faxes from the Fax Server to Unity Connection, check the Use Smart SMTP Host check box. Otherwise, uncheck this check box.
 - Step 7** Select Save.
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Customizing or Updating Fax Server Integration on Unity Connection

To Customize or Update the Fax Server Integration on Unity Connection

- Step 1** In Unity Connection Administration, expand System Settings, then select Advanced > Fax.
- Step 2** In the Fax Configuration page, in the Faxable File Types field, enter the file extensions (separated by a comma) that Unity Connection keeps in messages that are delivered to the Fax Server. Unity Connection removes all files with other file extensions before delivering the message to the Fax Server.

- Step 3** In the Subject Prefix for Notification of a Successful Fax field, enter the prefix that the Fax Server adds to the Subject field of fax reports. When Unity Connection detects this prefix, it generates a delivery receipt and places it in the user mailbox.
- Step 4** In the Subject Prefix for Notification of a Failed Fax field, enter the prefix that the Fax Server adds to the Subject field of fax reports. When Unity Connection detects this prefix, it generates a non-delivery receipt and places it in the user mailbox.
- Step 5** Select Save.
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Configuring or Updating Users for Fax Server Integration



Note The Fax Server must have a subscriber for each Unity Connection user that you are configuring.

While on the phone, users can add or change the number for the fax machine that they send faxes to for printing.

To Configure Unity Connection Users for Fax Server Integration

- Step 1** In Unity Connection Administration, expand Users and select Users.
- Step 2** On the Search Users page, select the alias of a user.
- Note** If the user alias does not appear in the search results table, set the applicable parameters in the search fields at the top of the page and select Search.
- Step 3** On the Edit User Basics page, in the Outgoing Fax Number field, enter the number for the fax machine that users send faxes to for printing.
- Step 4** In the Outgoing Fax Server field, select the name of the Fax Server.
- Step 5** Select Save.
- Step 6** Repeat Step 2 through Step 5 for all remaining users.
- Note** You can use Bulk Edit mode to add or change fax extensions for multiple users at once.
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Testing Fax Server Integration

- Step 1** Send a fax to the fax extension of a user who has been configured for the Fax Server integration.
- Step 2** Sign in to the Unity Connection mailbox of the user to whom you sent the fax.
- Step 3** If the user account is configured for speech access, say Play Messages.
If the user account is not configured for speech access, press 1, and then follow the prompts to list messages.

Step 4 When you hear the system announce the fax that you just sent, either say Fax, or press the applicable keys on the phone keypad to print the fax.
