TECHNICAL BULLETIN

STRATAGY FAX APPLICATION SOFTWARE

General

The Fax Application Software, available for use on the Stratagy 24 systems, allows automatic programming of User ID mailboxes that perform fax operations. The software contains three applications:

■ Fax Upload—Accepts incoming fax documents and stores them as files on Stratagy's hard drive. (This is a type of fax messaging.)

■ Fax Back (two-call)—A caller enters both a document number and a fax machine's telephone number, and Stratagy transmits the document to the designated fax machine.

■ Fax on Demand (one-call)—Immediately sends a fax document to the fax machine from which a caller is calling.

> *Notes:*
> *1. The Fax Application Software is a tool to quickly provide fax operation; **it is not necessary to have this software** to perform fax features with Stratagy.*
>
> *2. This software does not provide any programming for configuring fax/modems on the Stratagy system.*

Prior to Installation

1. Toshiba recommends that you backup your database prior to starting this procedure (see the Stratagy *Installation and Maintenance Manual*, Chapter 8—Backup and Filecopy for instructions).

2. It is also recommended that you make a copy of the installation disks as a backup.

3. Install the fax/modems.

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Important !
Do not load the Fax Application Software until the fax/modems are installed and configured correctly.

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4. Configuring Stratagy for Fax

    Once the modems are installed, the next step is to configure Stratagy to recognize the fax/modem's existence. This is done using the Stratagy System Configuration option of the Stratagy Configuration Utility. This section lists the required parameters and the correct settings. See Chapter 5—Configuring and Backing Up Stratagy for the definitions for these settings, as well as directions on how to access the Stratagy System Configuration option.

    To configure the Stratagy system:

    A. Configure the serial ports by scrolling to the Serial Port Definitions section. Modify the listed parameters to their correct settings. Remove the starting # if it exists.

Fax/modem #1 Settings		Fax/modem #2 Settings	
baud1	19200	baud2	19200
databits1	8	databits2	8
parity1	none	parity2	none
serial_port1	1	serial_port2	2
stopbits1	1	stopbits2	2

    B. Define the fax configuration parameters by scrolling to the Fax Configuration section. Modify the listed parameters to their correct settings. Remove the starting # if it exists.

Parameters	Settings	Comments
fax_answer	H100	Default value.
fax_dl init	9	Value is dependent on the host phone system.
fax_flow_control	&K3	Default value.
fax_id		Value dependent on preference.
fax_log		Value dependent on preference. Default is disabled (#).
fax max_retries	1	Value dependent on application and preference.
fax_receive_reverse	true	Default value.
fax_receive_speed	3	Default value.
fax_requeue_interval	5	Default value.
fax_reset	&D3	Default value

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Parameters	Settings	Comments
fax_resolution	0	Default value (Release 1.18 or higher).
fax_scan_time	7	Default value (Release 1.18 or higher).
fax_send_reverse	false	Default value.
fax_send_speed	3	Default value.
fax_start_char	false	Default value.
Fax/modem #1	**Setting**	
fax1	Value dependent on extension number of fax/modem.	
Fax/modem #2	**Setting**	
fax2	Value dependent on extension number of fax/modem.	

C. Exit the Stratagy Configuration Utility to restart Stratagy. Just prior to Stratagy displaying "`Press any key to continue`," the fax/modem's send and receive LEDs will flicker. This indicates that the fax/modems are being initialized.

D. Once the Main Menu screen displays, verify that the appropriate number of faxes display after the Faxes field. The parameter should describe each installed modem as IDLE. If there is no display, that means that the system has not recognized the fax/modem's existence. Review the above configuration settings for accuracy (Steps A and B).

Installation Instructions

Note:

At any time during the installation, you can press the Esc key to abort the installation process.

1. Shut down the Stratagy system by pressing the `Alt` and `S` keys simultaneously. Enter the system's [Password] and type `y`. Stratagy requests you reconfirm shutdown by typing `y` again.

2. At the Stratagy Configuration Utility menu, press the `Ctrl` and `C` keys simultaneously. "`Terminate batch job (N/Y)?`" displays. Type `y` and the `C:\STRATAGY>` prompt appears on the screen.

3. Put the Stratagy Fax Application Software diskette into the floppy-disk drive.

4. At the `C:\STRATAGY>` prompt, type `a:install` and press `Enter`. The Fax Application Software is copied to the Stratagy system's C: hard drive.

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5. An introduction screen appears. Press the **Esc** key to quit or any other key to continue.

6. Enter the first User ID mailbox in which to create the fax application (default value = 7000). The software creates 24 consecutively-numbered mailboxes, starting with the number entered:

    ■ Press **Enter** to use the 7000-series mailbox numbers.

    Important !
    The existing 7000-series mailboxes are overwritten.

    - or -

    ■ Press **Esc** to enter a different number (the 7000 number is cleared) and enter a new User ID. Press the **Enter** key.

7. Enter an out-dialing string (default = "9," the comma equals a half-second pause). The fax/modem uses the number to access an outside line or Least Cost Routing. Press **Enter** to accept the default value. To clear the default and re-enter a new value, press **Esc**, type the new value, and press **Enter**.

8. The program prompts for the area code of the Stratagy system (default = 714). The software uses this value to determine if the outgoing fax transmission is a local or long-distance call. To accept the default, press **Enter**. To change the value, press **Esc** to clear the entry, type the new value, and press **Enter**.

9. Stratagy Fax Application software is ready to install the new mailbox database. Press **Esc** to quit, or any other key to continue. The software begins to create the fax application mailboxes beginning with the number entered in step 6 above.

10. When installation is complete, the **C:\STRATAGY>** prompt displays. Type **STRATAGY** and press **Enter** or reboot the system and Stratagy comes online.

12. Once the Stratagy Fax Application Software has been loaded, it is necessary to record greetings in the mailboxes so that the application functions properly. Log on to the appropriate mailboxes and record the greetings. (See the Fax Application Software User ID Mailboxes section of this bulletin for greeting examples.)

    Important !
    This step must be done for proper operation of the Stratagy Fax Application Software.

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Token Programming for Fax

Stratagy uses the Token Programming Language to generate fax applications. The four principal tokens are:

J( ) token for fax receiving.

T( ) token for single fax transmission.

<( ) and **>( )** tokens for multiple fax document transmission.

There are other tokens that can be used with the principal tokens in the fax process, and there may be certain applications that only require one of the principal tokens. For example, fax messaging into a user's mailbox requires the **J( )** token to receive the fax. No additional token programming is required to have the fax message sent to a fax machine.

To prepare users' mailboxes for fax messaging:

1. Create a new User ID mailbox.

    Define the Users record to contain:

    > *Extension:* `@J(%P,"","P(G1)`
    > `F-%FH")`

@	Suppress normal process.	
J(%P,"", "P(G1) F-%FH")	J	Receive fax.
	%P	Previously accessed User ID.
	""	Wait until a call rings into the fax port.
	P(G1)	Play greeting 1.
	F	Hookflash to put call on hold.
	-	Pause (0.5 second).
	%F	Transfer call to an idle fax/modem.
	H	Hang up (completes an unsupervised transfer).

Access the new User ID mailbox via telephone. Record:

> *Greeting 1:* "Press the start key on your fax machine when you hear the tone."

2. For User ID mailboxes of the users that desire fax mail:

    Define their Users Menu Group/Chains Screen to contain:

    > *Menu:* Enter the new User ID as a menu selection. For example, if the new User ID is 750, define 1 as 750.

    Access each of their User ID mailboxes via telephone. Record:

    > *Greeting 1:* "Please leave a message or press (menu selection) to leave a fax message." For this example, menu selection is 1.

A caller makes the selection and the system sends the caller to the new User ID. Stratagy, remembering the last User ID (**%P**), plays greeting 1. Stratagy transfers the call to an idle fax/modem (**%F**) for receipt, and hangs up (**H**). Stratagy then stores the fax as a message for the User ID mailbox. The user logs on to the User ID mailbox and, while listening to the fax message prompt, presses **71** for Immediate Fax Retrieve (Fax on Demand) or **72** for Send Fax to Fax Machine (Fax Back).

The **J( )** token is also used for downloading documents into the Stratagy system. The above example would require the **%P** value to be replaced with a file name, or if new documents are constantly being downloaded, a variable token (**%S***n*) that can be defined in a previous User ID's token programming.

Some fax applications require an ASCII list file or database. Fax documents can be

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filed by number, and that number can reside in a list file. When callers desire a document to be faxed to them, they enter a document number into the Stratagy. Stratagy scans the list file for the document number. If the document number is found, the corresponding fax document can be transmitted immediately, or a phone number of a fax machine can be entered for alternate transmission. If the document number is not found, then the call can be routed back to the start of the application for the document number to be re-entered or be re-routed for assistance. The tokens that would assist the **T( )** token in this application would be:

R( ) token to receive the document number from the caller.

V( ) token to verify the entered document number exists in the file.

?( ) token to verify if the entered phone number is a local number or has been restricted.

Just about any of the available tokens can be used in a fax application.

Fax Application Software User ID Mailboxes

This section lists the Fax Application Software User ID Mailboxes in numerical order (starting with 7000) with, as a reference, the description in the *Comment* field. Each User ID mailbox includes the tokens being used and an explanation of each token's operation. In addition, sample greetings are included for User ID mailboxes that require recorded greetings. You may want to word a greeting in a different manner; however, we recommend that you retain the substance of the sample greeting.

Note:

1. *The Fax Application Software User ID mailboxes used below are based on the default value. If they have been altered during installation of the software (step 6 above), use the altered User IDs instead.*

2. *Some User ID mailboxes' Token Programs are too large to reside in the Extension field. For these mailboxes, the fax application software builds files on the Stratagy hard drive for the Token Programs then enters { } tokens in the User ID mailbox Extension Field that references the file.*

Fax Upload

User ID Mailbox 7000: FaxUploadTop

The Fax Document Upload mailbox is defined as follows:

Comment: **FaxUploadTop**

Extension: **@=(%S9,"Yes")P(G1) R(G2,%S3,20)P(G3)P(%S3) M(G4,3,10)G(999)**

@	Suppress normal process.
=(%S9, "Yes")	Forces users to start here by setting the %S9 variable to "Yes." Following User IDs require this to be set or they are sent to error box.
P(G1)	Play greeting 1.
R(G2, %S3,20)	Play greeting 2, receive digits and store in %S3. Wait 2 seconds for response.
P(G3)	Play greeting 3.
P(%S3)	Play digits stored in %S3.
M(G4,3,10)	Play greeting 4 and wait for menu choice.
G(999)	If no menu choice is dialed, hang up.

RNA Chain: **999**

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Menu 1: `7001`

Menu 7: `7000`

Menu 9: `999`

Access the User ID mailbox via telephone. Record:

Greeting 1: "Welcome to Fax Document Upload."

Greeting 2: "Please enter a document number, then press #."

Greeting 3: "You entered document number   ."

Greeting 4: "If this is correct press 1, to start over press 7, to quit press 9."

User ID Mailbox 7001: VerifyNoFax

The Verify No Fax mailbox is defined as follows:

Comment: `VerifyNoFax`

Extension: `@I(%S9,!,"Yes",7022)`
`V("FAX/DOCLIST.TXT",4,%S3,`
`    4,%S7)`
`G(7003)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that call started at User ID 7000. If not, go to User ID 7022.
V("FAX/ DOCLIST. TXT",4, %S3,4, %S7)	Find document number (%S3) in a text file named DOCLIST.TXT, take same field and put in %S7. If not found, *Done* chain (7002) is executed.
G(7003)	If document found, go to User ID 7003 to confirm overwrite.

Done Chain: `7002`

RNA Chain: `999`

User ID Mailbox 7002: AppendFaxList

The Append Fax List mailbox is defined as follows:

Comment: `AppendFaxList`

Extension: `@I(%S9,!,"Yes",7022)`
`¦("/STRATAGY/FAX/`
`    DOCLIST.TXT")`
`G(7004)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7000. If not, go to User ID 7022.
¦("/ STRATAGY/ FAX/ DOCLIST .TXT")	Append the text file DOCLIST.TXT with an additional listing.
G(7004)	Go to User ID 7004 for the start of the upload procedure.

User ID Mailbox 7003: ConfirmReplace

The Confirm Replace mailbox is defined as follows:

Comment: `ConfirmReplace`

Extension: `@I(%S9,!,"Yes",7022)`
`P(G1)P(%S7)P(G2)M(G3,5,10)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that call started at User ID 7000. If not go to User ID 7022.
P(G1)	Play greeting 1.
P(%S7)	Play the document number assigned in User ID 7001.
P(G2)	Play greeting 2.
M(G3,5,10)	Play greeting 3 and wait for menu choice.

RNA Chain: `999`

Menu 1: `7004`

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Menu 7: **7000**

Menu 9: **999**

Access the User ID mailbox via telephone. Record:

Greeting 1: "Document number."

Greeting 2: "Already exists."

Greeting 3: "To replace it press 1, to start over press 7, to quit press 9."

User ID Mailbox 7004: StartUpload

The Start Upload mailbox is defined as follows:

Comment: **StartUpload**

Extension: **@I(%S9,!,"Yes",7022)**
   J("FAX\\%S3.FAX","","P(G1)
     F-%FH")
   G(999)

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call the started at User ID 7000. If not, go to User ID 7022.
J("FAX\\ %S3.FAX", "","P(G1) F-%FH")	Prepare to receive fax document defined in %S3. Play greeting 1. Performs a hookflash. Pause (0.5 second). Dial fax/modem. Hang up.
G(999)	Go to User ID 999, which hangs up.

Done Chain: **999**

RNA Chain: **999**

Access the User ID mailbox via telephone. Record:

Greeting 1: "Press the start key on your fax machine when you hear the fax tone."

Caution !

When creating applications using the J( ), T( ), <( ), and >( ) tokens, you must use the identical syntax for file identification. Otherwise, fax transmission or reception may fail.

Fax Back

User ID Mailbox 7005: FaxDownloadTop

Note:

This mailbox can remain as a menu selection as defined below. However, with the G( ) token in place of the M( ) token, it can steer the caller to either the beginning of Fax on Demand (User ID 7016) or Fax Back (User ID 7006), narrowing the application to either one type or the other.

The Fax Download Top mailbox is defined as follows:

Comment: **FaxDownloadTop**

Extension: **@=(%S9,"Yes")**
   M(G1,3,10)

@	Suppress normal process.
=(%S9, "Yes")	Forces users to start here by setting the %S9 variable to "Yes." Following User IDs require this to be set or they are sent to error box.
M(G1,3,10)	Play greeting 1 and wait for menu choice.

RNA Chain: **999**

Menu 1: **7016**

Menu 2: **7006**

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Menu 7: `7005`

Menu 9: `999`

Access the User ID mailbox via telephone. Record:

Greeting 1: "Welcome to Document Fax Back. For immediate fax back press 1, for fax transmission of one or more documents to a remote facsimile machine press 2, to replay choices press 7, or press 9 to quit."

User ID Mailbox 7006: MultiFaxTop

The Multiple Fax Top mailbox is defined as follows:

Comment: `MultiFaxTop`

Extension: `@{.\\FAX7006}`

@	Suppress normal process.
{.\\FAX7006}	Process token text file FAX7006.

FAX7006: `@I(%S9,!,"Yes",7022)`
`=(%S3,"")=(%S4,"")`
`=(%S5,"")P(G1)G(7007)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
=(%S3,"")	Clear %S3 variable (first fax document).
=(%S4,"")	Clear %S4 variable (second fax document).
=(%S5,"")	Clear %S5 variable(third fax document).
P(G1)	Play greeting 1.
G(7007)	Go to User ID 7007 to start getting document numbers.

RNA Chain: `999`

Access the User ID mailbox via telephone. Record:

Greeting 1: "To use this service you must know the phone number of your facsimile machine that you wish to have a document transmitted to. You may request up to three documents."

User ID Mailbox 7007: GetDocumentNumber

The Get Document Number mailbox is defined as follows:

Comment: `GetDocumentNumber`

Extension: `@{.\\FAX7007}`

@	Suppress normal process.
{.\\FAX7007}	Process token text file FAX7007.

FAX7007: `@I(%S9,!,"Yes",7022)`
`=(%S5,%S4)=(%S4,%S3)`
`R(G1,%S7,20)`
`I(LEN[%S7],=,0,7009)P(G2)`
`P(%S7)M(G3,3,10)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
=(%S5,%S4)	Move 2nd document number to third.
=(%S4,%S3)	Move 1st document number to second.
R(G1, %S7,20)	Play greeting 1. Receive document number and store it in %S7. Wait 2 seconds for response.
I(LEN[%S7], =,0,7009)	If no digits entered, go to User ID 7009.
P(G2)	Play greeting 2.
P(%S7)	Play document number stored in %S7.
M(G3,3,10)	Play greeting 3 and wait for menu choice.

RNA Chain: `999`

Menu 1: `7008`

Menu 2: `7007`

Menu 7: `7006`

Menu 9: `999`

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Access the User ID mailbox via telephone. Record:

Greeting 1: "Please enter a document number, then press #."

Greeting 2: "The document number your entered was"

Greeting 3: "If this is correct press 1, to enter a different document number press 2, to start over press 7, to quit press 9."

User ID Mailbox 7008: VerifyFaxExists

The Verify Fax Exists mailbox is defined as follows:

Comment: **VerifyFaxExists**

Extension: **@{.\\FAX7008}**

@	Suppress normal process.
{.\\FAX7008}	Process token text file FAX7008.

FAX7008: **@I(%S9,!,"Yes",7022)**
      V("FAX/DOCLIST.TXT",4,%S7,
         4,%S3)
      I(%S5,!,"",7010)
      M(G1,3,10)

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
V("FAX/ DOCLIST. TXT",4, %S7,4,%S3)	Find document in field 4 of DOCLIST.TXT. If not found, *Done* chain (User ID 7009) is executed.
I(%S5,!,"", 7010)	If %S5 is not blank, maximum documents selected. Go to User ID 7010 and get phone number.
M(G1,3,10)	Play greeting 1 and wait for menu choice.

Done Chain: **7009**

RNA Chain: **999**

Menu 1: **7007**

Menu 2: **7010**

Menu 7: **7006**

Menu 9: **999**

Access the User ID mailbox via telephone. Record:

Greeting 1: "To request an additional document press 1, to start fax transmission press 2, to start over press 7, to quit press 9."

User ID Mailbox 7009: FaxUnavailable

The Fax Unavailable mailbox is defined as follows:

Comment: **FaxUnavailable**

Extension: **@{.\\FAX7009}**

@	Suppress normal process.
{.\\FAX7009}	Process token text file FAX7009.

FAX7009: **@I(%S9,!,"Yes",7022)**
      P(G1)P(%S7)P(G2)=(%S3,%S4)
      =(%S4,%S5)=(%S5,"")
      M(G3,3,10)

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
P(G1)	Play greeting 1.
P(%S7)	Play document number stored in %S7.
P(G2)	Play greeting 2.
=(%S3,%S4)	Move document in %S4 back to %S3.
=(%S4,%S5)	Move document in %S5 back to %S4.
=(%S5,"")	Clear document in %S5.
M(G3,3,10)	Play greeting 3 and wait for menu choice.

RNA Chain: **999**

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Menu 1: **7007**

Menu 2: **7010**

Menu 7: **7006**

Menu 9: **999**

Access the User ID mailbox via telephone. Record:

Greeting 1: "Document number "

Greeting 2: "is not available."

Greeting 3: "To enter another document number press 1, to start fax transmission press 2, to start over press 7, to quit press 9."

User ID Mailbox 7010: GetPhoneNumber

The Get Phone Number mailbox is defined as follows:

Comment: **GetPhoneNumber**

Extension: **@{.\\FAX7010}**

@	Suppress normal process.
{.\\FAX7010}	Process token text file FAX7010.

FAX7010: **@I(%S9,!,"Yes",7022)**
R(G1,%S1,20)R(G2,%S2,20)
I(LEN[%S1],!,3,7011)
I(LEN[%S2],!,7,7011)
G(7011)

@	Suppress normal process.
I(%S9,!,"Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
R(G1,%S1,20)	Play greeting 1. Receive digits and store in %S1. Wait 2 seconds for response.
R(G2,%S2,20)	Play greeting 2. Receive digits and store in %S2. Wait 2 seconds for response.
I(LEN[%S1],!,3,7011)	If the area code in %S1 is not 3 digits long, go to User ID 7011.
I(LEN[%S2],!,7,7011)	If the phone number in %S2 is not 7 digits long, go to User ID 7011.
G(7011)	Go to User ID 7011.

Access the User ID mailbox via telephone. Record:

Greeting 1: "Please enter your fax machine's area code."

Greeting 2: "Please enter you fax machine's phone number."

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User ID Mailbox 7011: InvalidPhoneNumber

The Invalid Phone Number mailbox is defined as follows:

Comment: `InvalidPhoneNumber`

Extension: `@I(%S9,!,"Yes",7022)`
`P(G1)P(%S1)P(%S2)P(G2)`
`M(G3,3,10)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
P(G1)	Play greeting 1.
P(%S1)	Play area code stored in %S1.
P(%S2)	Play phone number stored in %S2.
P(G2)	Play greeting 2.
M(G3,3,10)	Play greeting 3 and wait for menu choice.

RNA Chain: `999`

Menu 1: `7010`

Menu 7: `7006`

Menu 9: `999`

Access the User ID mailbox via telephone. Record:

Greeting 1: "The phone number that you entered"

Greeting 2: "is not valid."

Greeting 3: "To enter a new phone number press 1, to start over press 7, to quit press 9."

User ID Mailbox 7012: ConfirmPhoneNumber

The Confirm Phone Number mailbox is defined as follows:

Comment: `ConfirmPhoneNumber`

Extension: `@I(%S9,!,"Yes",7022)`
`P(G1)P(%S1)P(%S2)`
`M(G2,3,10)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
P(G1)	Play greeting 1.
P(%S1)	Play area code stored in %S1.
P(%S2)	Play phone number stored in %S2.
M(G2,3,10)	Play greeting 2 and wait for menu choice.

RNA Chain: `999`

Menu 1: `7013`

Menu 2: `7010`

Menu 7: `7006`

Menu 9: `999`

Access the User ID mailbox via telephone. Record:

Greeting 1: "The fax phone number you entered was"

Greeting 2: "If this is correct press 1, to enter a new phone number press 2, to start over press 7, to quit press 9."

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User ID Mailbox 7013: IsAreaCodeLocal

The Is Area Code Local mailbox is defined as follows:

Comment: **IsAreaCodeLocal**

Extension: **@{.\\FAX7013}**

@	Suppress normal process.
{.\\FAX7013}	Process token text file FAX7013.

FAX7013: **@I(%S9,!,"Yes",7022)**
?("%S1","FAX/AREACODE.TXT",
7014)
=(%S1,"1%S1")G(7015)

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
?("%S1", "FAX/AREA CODE.TXT", 7014)	Check text file AREACODE.TXT for area code stored in %S1. If found, area code is local and go to User ID 7014.
=(%S1, "1%S1")	If not local, prefix the area code stored in %S1 with the digit 1.
G(7015)	Go to User ID 7015.

Done Chain: **7021**

RNA Chain: **999**

User ID Mailbox 7014: LocalAreaCode

The Local Area Code mailbox is defined as follows:

Comment: **LocalAreaCode**

Extension: **@I(%S9,!,"Yes",7022)**
=(%S1,"")G(7015)

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
=(%S1,"")	Delete the area code stored in %S1.
G(7015)	Go to User ID 7015.

RNA Chain: **999**

User ID Mailbox 7015: StartTwoCallFax

The Start Two-Call Fax mailbox is defined as follows:

Comment: **StartTwoCallFax**

Extension: **@{.\\FAX7015}**

@	Suppress normal process.
{.\\FAX7015}	Process token text file FAX7015.

FAX7015: **@I(%S9,!,"Yes",7022)**
<("9,%S1%S2")
>("FAX\\%S3.FAX")
I(%S4,=,"",7023)
>("FAX\\%S4.FAX")
I(%S5,=,"",7023)
>("FAX\\%S5.FAX")G(7023)

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
<("9,%S1 %S2")	Start incremental fax: dial 9, pause (2 seconds), dial contents of %S1(1 + area code), dial phone number in %S2.
>("FAX\\ %S3.FAX")	Send the document number stored in %S3 appended by .FAX.
I(%S4,=,"", 7023)	If no next document in %S4, go to User ID 7023.
>("FAX\\ %S4.FAX")	Send the document number stored in %S4 appended by .FAX.
I(%S5,=,"", 7023)	If no next document in %S5, go to User ID 7023.
>("FAX\\ %S5.FAX")	Send the document number stored in %S5 appended by .FAX.
G(7023)	Go to User ID 7023.

RNA Chain: **999**

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Caution !

When creating applications using the J( ), T( ), <( ), and >( ) tokens, you must use the identical syntax for file identification. Otherwise, fax transmission or reception may fail.

Fax On Demand

Note:

If your Fax Application needs to be Fax On Demand only, you may direct the caller from User ID Mailbox 7005 (see note on page 8 for details).

User ID Mailbox 7016: OneFaxTop

The One Fax Top mailbox is defined as follows:

Comment: **OneFaxTop**

Extension: **@I(%S9,!,"Yes",7022)**
        P(G1)G(7017)

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
P(G1)	Play greeting 1.
G(7017)	Go to User ID 7017.

RNA Chain: **999**

Access the User ID mailbox via telephone. Record:

Greeting 1: "To use this service, you must be calling from a fax machine."

User ID Mailbox 7017: OneFaxGetDocument

The One Fax Get Document mailbox is defined as follows:

Comment: **OneFaxGetDocument**

Extension: **@{.\\FAX7017}**

@	Suppress normal process.
{.\\FAX7017}	Process token text file FAX7017.

FAX7017: **@I(%S9,!,"Yes",7022)**
    R(G1,%S3,20)
    I(LEN[%S3],=,0,7019)
    P(G2)P(%S3)M(G3,3,10)

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
R(G1, %S3,20)	Play greeting 1. Receive digits and store in %S3. Wait 2 seconds for response.
I(LEN[%S3], =,0,7019)	If no digits in %S3, go to User ID 7019.
P(G2)	Play greeting 2.
P(%S3)	Play document number entered in %S3.
M(G3,3,10)	Play greeting 3 and wait for menu choice.

RNA Chain: **999**

Menu 1: **7018**

Menu 2: **7017**

Menu 7: **7016**

Menu 9: **999**

Access the User ID mailbox via telephone. Record:

Greeting 1: "Please enter a document number."

Greeting 2: "The document number you entered was"

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Greeting 3: "If this is correct press 1, to enter a different document number press 2, to start over press 7, to quit press 9."

User ID Mailbox 7018: OneFaxVerify

The One Fax Verify mailbox is defined as follows:

Comment: `OneFaxVerify`

Extension: `@I(%S9,!,"Yes",7022)`
`V("FAX/DOCLIST.TXT",4,`
`   %S3,4,%S7)`
`G(7020)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
V("FAX/ DOCLIST. TXT",4,%S3, 4,%S7)	Find document in field 4 of DOCLIST.TXT. If not found, *Done* chain (User ID 7019) is executed.
G(7020)	Go to User ID 7020.

Done Chain: `7019`

RNA Chain: `999`

User ID Mailbox 7019: OneFaxUnavailable

The One Fax Unavailable mailbox is defined as follows:

Comment: `OneFaxUnavailable`

Extension: `@I(%S9,!,"Yes",7022)`
`P(G1)P(%S3)P(G2)M(G3,3,10)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
P(G1)	Play greeting 1.
P(%S3)	Play document number stored in %S3.
P(G2)	Play greeting 2.
M(G3,3,10)	Play greeting 3 and wait for menu choice.

RNA Chain: `999`

Menu 1: `7017`

Menu 7: `7016`

Menu 9: `999`

Access the User ID mailbox via telephone. Record:

Greeting 1: "Document number"

Greeting 2: "is not available."

Greeting 3: "To enter another document press 1, to start over press 7, to quit press 9."

User ID Mailbox 7020: StartOneCallFax

The Start One-Call Fax mailbox is defined as follows:

Comment: `StartOneCallFax`

Extension: `@{.\\FAX7020}`

@	Suppress normal process.
{.\\FAX7020}	Process token text file FAX7020.

FAX7020: `@I(%S9,!,"Yes",7022)`
`I(%S3,=,"",999)`
`   T("FAX\\%S3.FAX","",`
`      "P(G1)F-%FH")`
`G(999)`

@	Suppress normal process.
I(%S9,!, "Yes",7022)	Verify that the call started at User ID 7005. If not, go to User ID 7022.
I(%S3, =,"",999)	If no document number in %S3, go to User ID 999 to hang up.
T("FAX\\ %S3.FAX", "","P(G1) F-%FH")	Play greeting 1. Transfer call to fax/modem extension and transmit document number stored in %S3 appended by .FAX.
G(999)	Go to User ID 999 to hang up.

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Access the User ID mailbox via telephone. Record:

> *Greeting 1:* "Press the start key on your fax machine when you hear the fax tone."

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User ID Mailbox 7021: FaxError

The Fax Error mailbox is defined as follows:

> *Comment:* **FaxError**

> *Extension:* **@P(G1)G(999)**

@	Suppress normal process.
P(G1)	Play greeting 1.
G(999)	Go to User ID 999 to hang up.

> *RNA Chain:* **999**

Access the User ID mailbox via telephone. Record:

> *Greeting 1:* "Sorry, fax or configuration error. Please call later."

User ID Mailbox 7022: InvalidBoxDialed

The Invalid Box Dialed mailbox is defined as follows:

> *Comment:* **InvalidBoxDialed**

> *Extension:* **@P(G1)G(999)**

@	Suppress normal process.
P(G1)	Play greeting 1.
G(999)	Go to User ID 999 to hang up.

Access the User ID mailbox via telephone. Record:

> *Greeting 1:* "Invalid access. You must start at the beginning of the application."

User ID Mailbox 7023: TwoCallFaxBack

The Two-Call Fax Back mailbox is defined as follows:

> *Comment:* **TwoCallFaxBack**

> *Extension:* **@P(G1)G(999)**

@	Suppress normal process.
P(G1)	Play greeting 1.
G(999)	Go to User ID 999 to hang up.

Access the User ID mailbox via telephone. Record:

> *Greeting 1:* "Thank you. The documents that you have selected will be faxed back to you momentarily."