



Virtual Fax

CooVox Series

ZYCOO new generation IP Phone system---CooVox Series (U20/50/60/100) support virtual fax. Virtual fax is an important feature to help enterprise reduce the cost and promote the efficient communication. It includes email to fax and fax to email generally.

Please find detailed settings of virtual fax here.

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1. Settings of SMTP Account

SMTP (Simple Mail Transfer Protocol) is the standard protocol for electronic mail transmission and is one of the features of the CooVox Series for mail server to send email via PBX.

Click **【Advanced Settings】** → **【SMTP Settings】** to configure the SMTP Server.

SMTP Settings

SMTP Settings:
SMTP Server: smtp.gmail.com
Port: 465
SSL/TLS:
 Enable SMTP Authentication
Username: fax@zycoo.com
Password: ●●●●●●●●

Pic. 1

Item	Explanation
SMTP Server	SMTP server address. Please search by used mailbox
Port	Port of SMTP server. Normally it's 25; if SSL/TLS is enabled, it's 465.
SSL/TLS	Enable SSL/TLS encryption
Enable SMTP Authentication	Enable SMTP authentication (Normally "v") Once tick it, you will find the following pic.2.

SMTP Settings

SMTP Settings:
SMTP Server: smtp.163.com
Port: 25
SSL/TLS:
 Enable SMTP Authentication
Username: ak47dow@163.com
Password: ●●●●●●

2. Test SMTP Account

Before using virtual fax, we must confirm that the SMTP account is working and we need test it in advance.

SMTP Settings

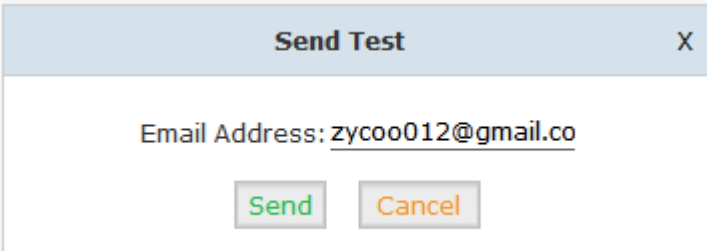


The screenshot shows a window titled "SMTP Settings:" with the following fields and options:

- SMTP Server: smtp.gmail.com
- Port: 465
- SSL/TLS:
- Enable SMTP Authentication
- Username: fax@zycoo.com
- Password: *****

At the bottom of the window, there are three buttons: "Send Test" (highlighted with a red box), "Save", and "Cancel".

Click the button "Send Test" after configuration and enter the Email address on the following diagram.



The screenshot shows a dialog box titled "Send Test" with a close button (X) in the top right corner. The dialog contains the following text and buttons:

Email Address: zycoo012@gmail.co

At the bottom, there are two buttons: "Send" and "Cancel".

After entering the Email address, click "Send" to send the test mail.

  **Zycoo IP PBX Server**  **Test email** 2013年1月9日 09:18

Checking email box: Configuration is successful if the mailbox received the test email. Otherwise please check your account configuration.

3. Settings of Extension's Email

Edit				X
General				
SIP:	<input checked="" type="checkbox"/>	IAX2:	<input type="checkbox"/>	
Name:	<u>FAX</u>	Extension:	<u>800</u>	
Password:	<u>123456</u>	Outbound CID:	<u></u>	
DialPlan:	<u>DialPlan1</u> ▼	Analog Phone:	<u>None</u> ▼	
Voicemail				
Voicemail:	<input checked="" type="checkbox"/>	VM Password:	<u>1234</u>	
Delete VMail:	<input type="checkbox"/>	Email(Fax/Voicemail):	<u>amanda.liu@zyco</u>	

Fill in the **【Email】** on the page of **【Extensions】**. This Email is used to receive fax and voicemail for extension user.

4. Settings of Receiving Fax

There are several ways to receive fax:

- 1.) Detect the fax automatically in the defined trunk and send the fax to the specified extension's email.

Auto-Detect and Receive Fax in VoIP Trunk

Edit SIP trunk trunk-sip-5337096 X

Description: internaltional

Host: 209.163.188.38 :5060

Maximum Channels*: 0

Prefix: _____

Caller ID: _____

Without Authentication

Username: 5337096

Authuser: 5337096

Password: ••••

Advanced Options

Domain: 209.163.188.38 Insecure: port,invite

From User: 5337096 Qualify(sec): 2

DID Number: _____ Transport: UDP

DTMF Mode: RFC2833 SRTP:

Auto Fax Detection: Destination: Fax2Email -- 800

Context: Default Language: Default

Audio Codecs

alaw ulaw G.722 G.729 G.726 GSM Speex

Video Codes

H.261 H.263 H.263+ H.264

Enable **Auto Fax Detection** in VoIP trunk and the received fax will be sent to the email of extension 800.

Auto-Detect and Receive Fax in Analog Trunk

Edit X

Description: PSTN

Lines: **FXO:** 1 2 3 4

Prefix: _____

Advanced Options

Call Method:

Busy Detection: Busy Count:

Input Volume: Output Volume:

Call Progress: Progress Zone:

Busy Pattern: _____ Language:

Answer on Polarity Switch:

Hangup on Polarity Switch:

Auto Fax Detection: Destination:

Enable **【Auto Fax Detection】**of Line 1, 2, 3 of PSTN analog trunk and the received fax will be sent to the email of extension 800.

2) When the call is going to IVR, the caller can press relative Key to forward the call to the specified extension to receive fax.

Edit working time X

IVR Settings

Name: working time Extension: 610

Welcome Message

Please Select: welcome [Custom Prompts](#)

Repeat Loops: 2

Dial other Extensions

Keypress Events

Key	Action	Value
0	Goto Extension	hongxia.liu(830)
1	Goto Queue	630
2	Goto Queue	631
3	Goto Fax	Fax2Email -- 800
4	Disabled	
5	Goto Fax	Fax2Email -- 809
6	Disabled	
7	Disabled	
8	Disabled	
9	Disabled	
*	Disabled	
#	Disabled	

Save Cancel

Configure the key press event to see the example on the diagram above.
The caller dials 3 the extension of 800 can receive and send fax.

3) Define an extension's Email to receive fax in DID.

Define all incoming calls from Analog line to be transferred to fax.

New Port DIDX

Port: FXO Port 1 ▼ Label: _____

Destination: Goto Fax ▼ Fax2Email -- 800 ▼

Save Cancel

Define all incoming calls from VoIP line matched with DID Number to be transferred to fax.

New Number DIDX

DID Number: 8537254

Destination: Goto Fax ▼ Fax2Email -- 800 ▼

Save Cancel

5. Settings of “Email to FAX”

Configure IMAP Account to receive Email.

Email to Fax

Enable:	<input checked="" type="checkbox"/>
Username:	<input type="text" value="zycoo012"/>
Password:	<input type="password" value="••••••"/>
IMAP Server:	<input type="text" value="imap.gmail.com"/>
SSL/TLS:	<input checked="" type="checkbox"/>
Access Code:	<input type="text" value="zycootest"/>
DialPlan:	<input type="text" value="DialPlan1"/>

Access Code: the access code of valid Email.

Dial Plan: the dialplan of outbound calls.

E.g.:

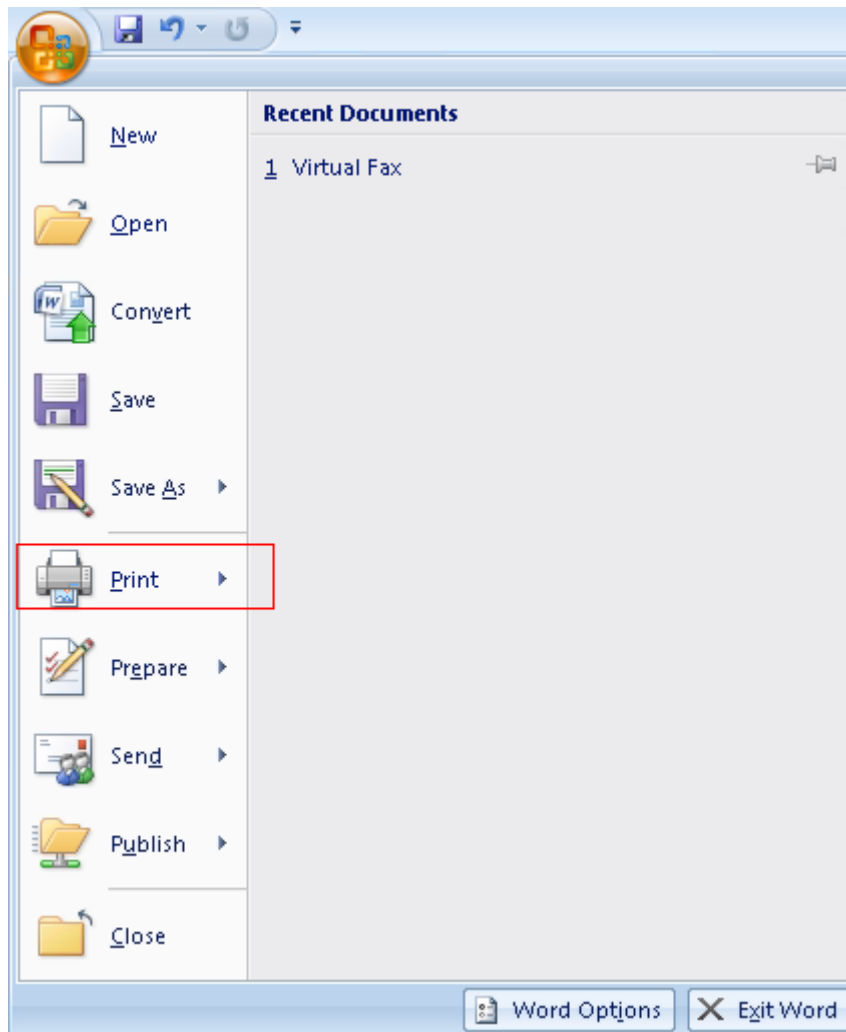
When sending a fax to a telephone number 85337096, you need add prefix “9” before the phone number based on DialPlan1. So the subject of Email should be zycootest=985337096 and send the fax as attachment.

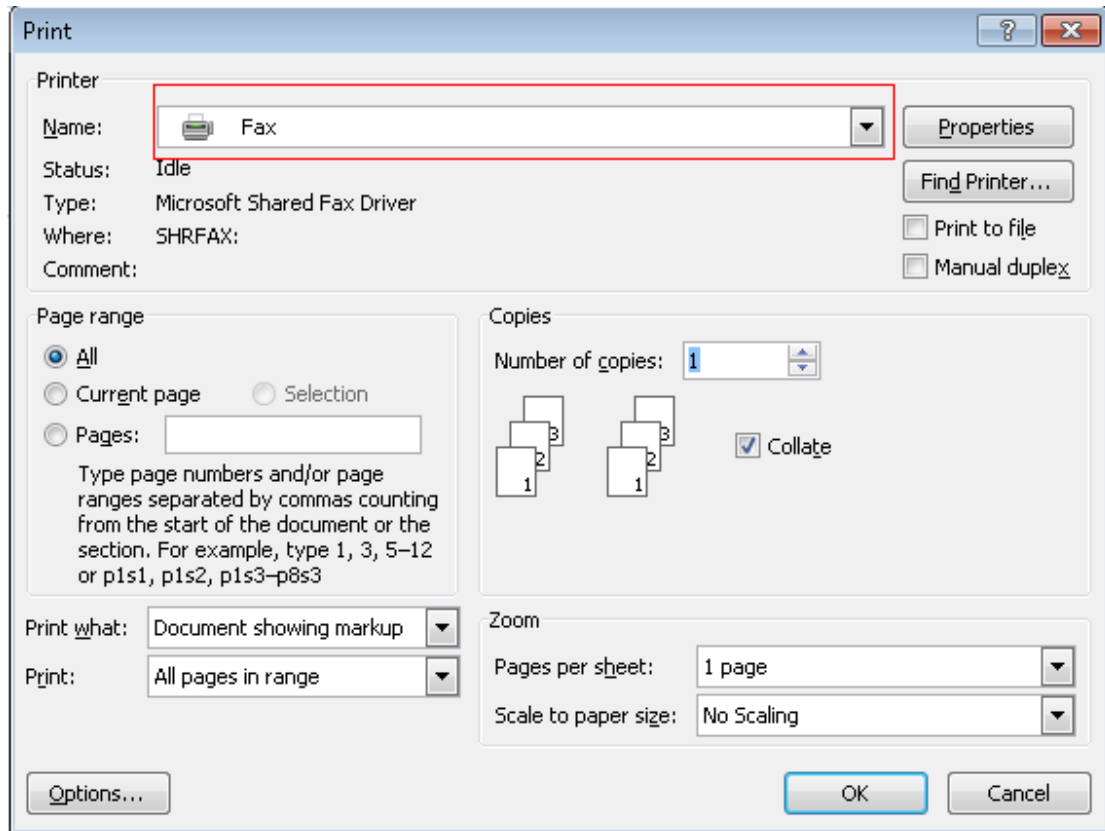
If there is extension, e.g.: fax number: 85337096 ext.: 800 is the subject of Email should be zycootest=985337096-800

6. Fax File Format Conversion

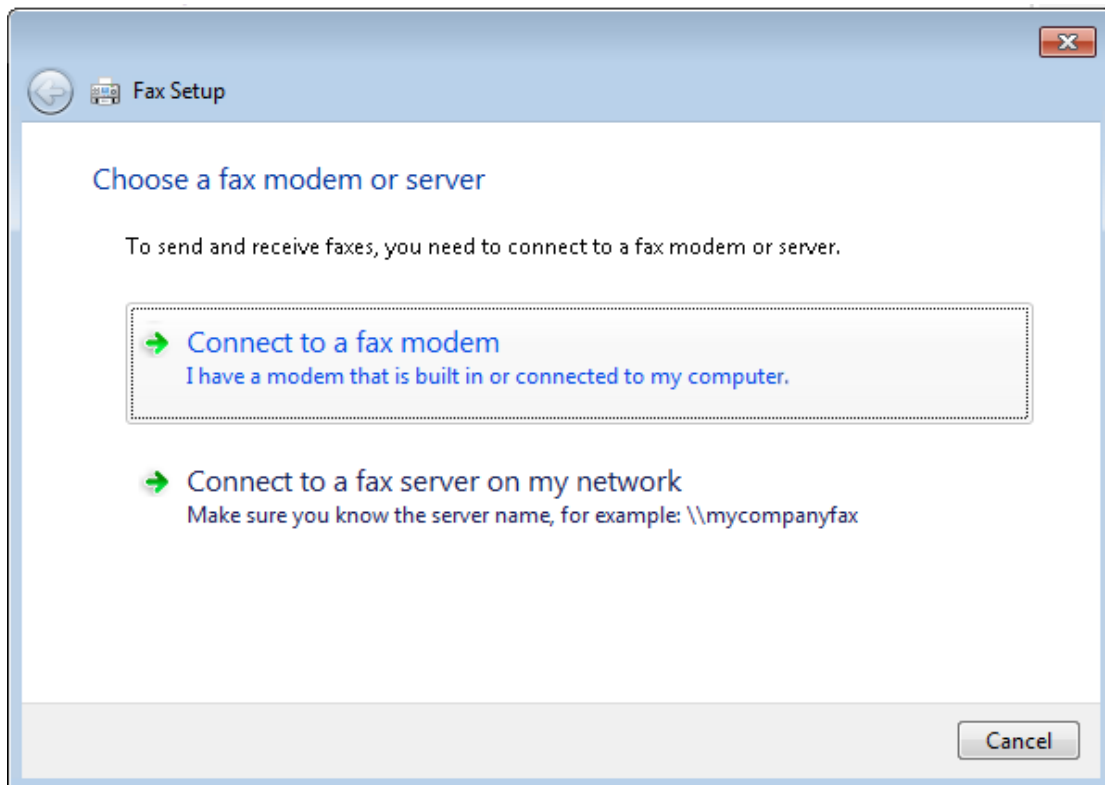
Use virtual printer of Windows 7 by default. (We suggest Window 7 virtual printer rather than other conversion tools in case of any sending failure.)

- 1) Open the fax file which is needed to be sent, it can be word or PDF format.
- 2) Click “Print” in the fax file and select FAX as printer and click “Print” on the diagram as below:





3) Click "Cancel" on the diagram below:



- 4) From the following diagram, the file is converted to TIF format in the attachment. Open this TIF. File and “Copy” this file, then the conversion is finished.

