

## Network Fax

### InDirect Integration - SMTP Compliant Email Quick Reference Guide

Strem Center provides outbound and inbound fax capabilities for Lotus cc:Mail, Microsoft Mail, GroupWise, and any SMTP compliant email system. Strem Center can support multiple email integration on one system, allowing organizations with heterogeneous email environments to maintain a single source for network faxing.

**Cover Pages** are sent in a default format with each fax. Strem v6.3.4 or higher also allows each user to have a custom cover page. If such a file does not exist for a specific user, the system will look for a company specific cover page, and then the default cover page. Information can be manually entered on the cover sheet, or, the Attn, From, Date, Time, for Subject can be automatically filled in on the cover page by using tags. A sample cover page, including tags are available in the 'Strem.rtf' document also stored on the Strem server.

Each user cover page will be saved as a separate file as <username>.rtf where the username is the individual's e-mail username, or company cover pages as <companyname>.rtf. The cover page must be saved as an .RTF file in the cover page folder on the Strem server. In addition, any RTF file can be used as an ad-hoc cover page by giving it a special name, a prefix of "\_sccp\_" and attaching it to the mail message. For assistance in creating and saving your cover page, please contact the Strem Administrator within your organization.

**Sending Faxes** Any printable document may be faxed. The documents to be faxed are submitted either as email messages or as attachments to email messages. The Strem Center server handles the rendering of documents (that is, changing the message or the attached document into a faxable TIFF format destined for fax delivery. Any text email message (to which documents may be attached) is sent as a separate page following the fax cover page.

The following procedures provide an example for cc:Mail clients when sending, receiving, and retrieving faxes.

1. Compose a new email message. The New Message window appears.
2. Enter the fax address as follows:

faxnumber@fax.uniquename.com  
8881234567@fax.strem.com

It is important to remember that the unique name portion of the address above is actually unique to each customer and will be set up at the time of installation.

Faxes may also be addressed directly to the recipient using the following:

"john"<8884147373@fax.strem.net>

The recipient's name will appear in the 'Attn' field on the fax cover page. If no name is included, the fax number will appear in the 'Attn' field.

3. Optionally, type a subject in the Subject line. This subject will appear on the fax message and will identify the fax status message returned to our Inbox by Strem Center when the message has been faxed.
4. Type a message in the body of the email. The message will appear on the fax cover page in the notes section.
5. To add an attachment, select Attach>File from the New Message dialog. The Attach Files dialog appears.
6. Select a document to be attached by highlighting it and clicking the Add button. Attach additional documents by adding them in the same way. When you are done selecting attachments, click Done to return to the New Message window.
7. Click the Send button when you are ready to send the fax.

**Sending Faxes From an Application** is possible with SMTP Integration. To fax from within an application, follow these steps.

1. Save the document and from the document window, select 'File>Send To>Mail' Recipient or 'File>Send To>Mail' Recipient (as attachment). Send will only be available if the application is "e-mail enabled." The New Message dialog appears, with the document displayed either as an attachment or in the body of the email. Additional documents can be attached by selecting the 'Insert>File' menu bar option or the 'Attach' icon as explained above.
2. Enter the fax in the 'To:' section as follows:  
faxnumber@fax.uniquename.com
3. If desired, type a text message into the body of the email (to appear on the cover page).
4. Click the 'Send' button.

**Delivery Confirmations** Strem Center sends a delivery confirmation via email to the User's Inbox. The confirmations provide information on the status of the faxes sent. Double click on the entry to view the status report.

**Receiving Faxes** Strem Center supports a variety of inbound routing options including DID mapping. Mapping DID numbers to client mailboxes is handled by the Strem Center Mail Administrative program. The Strem Center Administrator maintains the client database for DID to email address translation.

When you receive a fax, an entry appears in the list of messages displayed in your email Inbox. In the From name, the new fax listing shows the email user name assigned to the Strem Center system at your company. Some organizations use FaxAdmin for the Strem Center user name. The listing also shows when the fax was received and the message size. From the email Inbox, double-click on the entry for the new fax message. An image viewer will be launched to display the fax. The fax may be printed, forwarded, or deleted like any other email message.

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