



8.5 TeleConnect Guide

Information in this document is subject to change without notice. Companies, names, and data used in examples herein are fictitious unless otherwise noted.

©2002 Captaris, Inc. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form by any means without the written permission of Captaris, Inc.

Portions copyright ©1999 Ligature. All rights reserved. Portions copyright ©1988, 1996 Aladdin Enterprises. All rights reserved. Portions copyright ©1993 Soft Horizons. All rights reserved. Outside In® Viewer Technology copyright ©1992-2002 Inso Corporation. All rights reserved. Copyright © TMS, Inc. 1994-2002. All rights reserved. Portions copyright ©2001 artofcode LLC. Portions Copyright ©1996, 2001 Artifex Software Inc. Portions Copyright ©1998 Soft Horizons. All Rights Reserved. Adobe, Acrobat, and the Acrobat logo are trademarks of Adobe Systems Incorporated. Includes Adobe® PDF Library technology. All rights reserved. PostScript is a trademark of Adobe Systems Incorporated. This software is based in part on the work of the Independent JPEG Group.

AGFA  **IntellFont**

Captaris and RightFax are trademarks of Captaris, Inc. All other company names, brand names, and product names are the property and/or trademarks of their respective companies.

Part number: 2005-25009-00 Rev 01

Contents

- Chapter 1: Activating and Using the TeleConnect Module.....5**
 - Activating TeleConnect on the RightFax Server 5
 - Configuring the TeleConnect Module 6
 - Retrieving Faxes Via TeleConnect 7
 - Multilingual Support 8
 - Toll-Number Support..... 8
 - Requesting Fax Routing Information 9

- Appendix A: Voice Prompt Files 11**

- Appendix B: TeleConnect Registry Configuration..... 15**

- Index 17**

Chapter 1

Activating and Using the TeleConnect Module

The RightFax TeleConnect Module gives RightFax users the convenience of 24-hour access to their fax mailboxes via a touch-tone telephone. Users can use RightFax's automatic forwarding, printing, and notification features to manage faxes at any time of day, from any location, with a single telephone call. With TeleConnect, users dial directly into the RightFax server and hear a menu of options that lets them:

- Retrieve new faxes
- Retrieve a catalog of faxes
- Retrieve specific faxes from the catalog
- Hear fax statistics
- Change fax mailbox options

To run TeleConnect, you must have a RightFax server installed and operational. Because it uses digital voice prompts, you must also have a Brooktrout fax board with licensed voice capability installed.

The TeleConnect Module does not require a separate or additional installation to your fax server. You only need to *activate* TeleConnect.

Activating TeleConnect on the RightFax Server

The files required by the TeleConnect module are installed on all RightFax servers during the server installation. However, the TeleConnect module must be licensed and activated before its functionality will be enabled. To use the TeleConnect module, no installation on individual client computers is required.

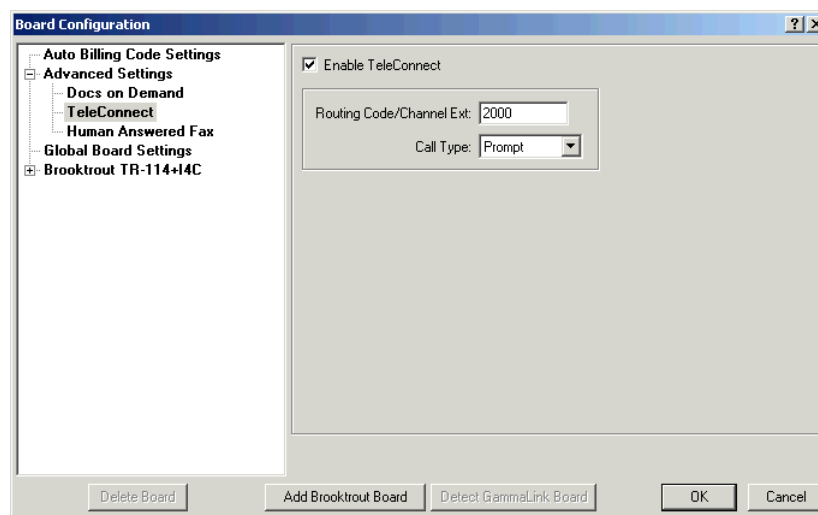
The RightFax TeleConnect module is automatically activated on all RightFax Enterprise and Integration servers. For these server types, no additional steps are required.

To activate TeleConnect on other types of RightFax servers, you must have purchased and licensed the RightFax TeleConnect module. For information on activating new components on the RightFax server, refer to the *RightFax Installation Guide*.

Configuring the TeleConnect Module

After the TeleConnect module is activated, run the BoardServer configuration program to display the **Board Configuration** dialog box. Click **Advanced Settings**, and then click **TeleConnect**.

Figure 1.1 The TeleConnect Configuration Dialog Box



Enable TeleConnect. Enables the TeleConnect Module.

Routing Code/Channel Ext. Specifies the routing code (such as DTMF extension or DID number) that will be assigned to TeleConnect. When calls arrive on this extension they will enter the TeleConnect system automatically, rather than being received as an incoming fax.

If you have a bank of numbers dedicated to your fax server, you must assign one of the numbers to TeleConnect by entering the extension here. If you have only analog channels you must dedicate one of your fax channels to TeleConnect. To do this, enter a unique four-digit number in this box, and then click the channel you want to dedicate under **Global Board Settings** in the left pane and enter the same four-digit value in the **Channel Extension** box. Users must be able to dial into this channel directly. The channel should not be part of a hunt group unless all the channels in that hunt group are dedicated to TeleConnect. Otherwise, dialing the number may cause users to hear a fax tone instead of accessing the TeleConnect system.

You can also turn on DTMF routing for a particular analog channel. When users dial this number they will hear a tone or voice prompt to enter an extension. Enter a unique four-digit extension in this box. If you tell your users to enter this number when they hear the prompt, they will connect to the TeleConnect system. If this number is not entered after a few seconds (depending on the DTMF timeout value), the channel will provide a fax tone and attempt to receive a fax.

Call Type. Specifies how TeleConnect will connect to the caller when faxes are requested. "One Call" requires the user to call from a fax machine. TeleConnect uses the same connection to send faxes back to the caller without having to initiate a second call. In this way, TeleConnect incurs no phone charges. "Two Call" causes TeleConnect to request the recipient's fax number and then initiates a separate call to send faxes. "Prompt" asks each user to specify a one- or two-call session.

RightFax user setup

To use TeleConnect to access RightFax via touch-tone phone, the caller must have a RightFax user account with unique numeric **Voice Mail Subscriber ID** setting and a numeric **Password**. (The **Password** setting *cannot* be blank.) TeleConnect uses these setting to identify the user when calling in to the system.

For information on creating and editing RightFax user accounts, please refer to your *RightFax Administrator's Guide*.

Retrieving Faxes Via TeleConnect

When retrieving your faxes via TeleConnect you can choose to have all new faxes that have not yet been viewed or printed sent to a specified fax machine, or you can retrieve a specific fax by specifying its TeleConnect ID number. A TeleConnect ID is assigned to every outgoing and incoming fax processed by RightFax. After a fax is assigned a TeleConnect ID, it keeps that ID until it is deleted from the system.

Each fax's TeleConnect ID is displayed when you receive notification of the fax's arrival, whether the notification is received via network broadcast or e-mail gateway. If you don't know the TeleConnect ID of the specific fax you want, the TeleConnect Main menu gives you the option of retrieving a list of all faxes in your RightFax mailbox along with their TeleConnect IDs.

To access your RightFax mailbox with TeleConnect

1. Dial the phone number that you specified in the **Routing Code/Channel Ext.** box of the TeleConnect configuration (see "Routing Code/Channel Ext" on page 6).
2. When the system prompts you, enter your RightFax voice mail subscriber ID and press the pound key (#).
3. When the system prompts you, enter your RightFax password and press the pound key (#).

If your RightFax password does not consist of numeric digits only, you can enter alphanumeric characters by pressing the keys on the telephone keypad that the characters are on. To enter the word 'PASSWORD' the caller should enter '72779673'. Any digit will work for the letters Q and Z.

4. After TeleConnect validates your voice mail subscriber ID and password, you will be placed in the main menu (described in the next section).

The TeleConnect main menu

The following table lists the options available from the TeleConnect main menu. There may be additional prompts and messages depending on your system's configuration.

Table 1A TeleConnect Menu Options

Main menu option	Option/description
[1] Retrieve Faxes	[1] Retrieve all new faxes [2] Retrieve a list of all inbound and outbound faxes [3] Retrieve faxes by their TeleConnect ID
[2] Retrieve a List of All Faxes	Retrieve a list of all inbound and outbound faxes
[3] Fax Mailbox Statistics	[1] Outbound fax statistics, including total outbound fax count, total fax pages sent, total faxes sent successfully, total failed faxes, and total faxes in process [2] Inbound fax statistics, including total inbound fax count, and total received fax pages
[4] Change Fax Options	[1] Enable automatic fax forwarding [2] Enable automatic printing [3] Enable alternate notification

Although you can enable automatic forwarding, automatic printing, and alternate notification via TeleConnect, you must first configure the forwarding, printing, and notification destinations in your FaxUtil mailbox. For information on using these and other FaxUtil mailbox features, please refer to the FaxUtil online help.

Multilingual Support

The TeleConnect Module supports messaging in up to nine languages in addition to the English language default. When multilingual support is enabled, you can record your own language message files and save them to their own folders. When callers first dial into the system, TeleConnect will play a message asking them to select the language they want.

To enable multilingual support, add the TeleConnect registry keyword `Multilingual(1)`.

Then create a TeleConnect registry keyword for each additional language you want to support using the format `VoicePath#(voicepath1;voicepath2)`, where `#` is a number 2 through 9 that the user will press to access alternate language files (English is automatically set to "1"), `voicepath1` is the path to the local folder where the language files are stored, and `voicepath2` is an optional secondary folder path. If TeleConnect cannot find the file it wants in the first folder, it will look in the second folder.

For information on creating TeleConnect registry entries see [Appendix B, "TeleConnect Registry Configuration"](#).

Multilingual selection prompts

After multilingual support is enabled, TeleConnect will automatically cycle through every defined `VoicePath` entry, starting with `VoicePath1` and ending with `VoicePath0`. It will play message `010.VOX` from each `VoicePath` folder, if the file exists.

The default message file `010` says "For an English language menu, press 1." In `VoicePath2`, this file might say (in Spanish) "For a Spanish language menu, press 2." In `VoicePath3`, it might say (in German) "For a German language menu, press 3."

Recording multilingual messages

You can record custom multilingual messages for TeleConnect using a third-party sound editor that supports the Dialogic OKI32 file format, or using the message recorder built into the Fax-on-Demand component of the Docs-on-Demand Module (if it is licensed and installed.) For information on using Docs-on-Demand to record prompts, refer to the *RightFax Docs-on-Demand Guide*.

Toll-Number Support

Your TeleConnect system can be set up on 1-900 and 1-976 toll-lines. FCC requirements for toll-numbers state that callers may not be charged until a full minute has gone by. During the first 30 seconds of the call, callers must be told how much they are going to be charged and they must agree to the charges. If the caller does not immediately agree to the charges, the line must be disconnected.

To enable toll-number support, add the TeleConnect registry keywords `900Enable(1)` and `900Agree(#)`, where `#` is a number 0 through 9 that the caller must press to respond affirmatively and continue with the call. If this parameter is left blank, any key will be accepted. The system will automatically hang up on anyone who has not pressed the agree button within the first 28 seconds of the call.

For information on creating TeleConnect registry entries see [Appendix B, "TeleConnect Registry Configuration"](#).

Toll-number prompt

Note If you have both toll-number and multilingual support enabled, Fax-on-Demand will play the `VoicePath` prompts before the toll-number prompt. Because selecting a language option is interpreted as an agreement by the caller to accept the charges, toll-call information should be included in your foreign language prompts.

After toll-number support is enabled, message 020.VOX will play one time. This message should explain how much the caller will be charged, that he must be 18 years or older, and request him to press a key to agree to the charges. This prompt must be less than the 28 second limit to press the required agreement key.

If the caller doesn't press a key or presses a key other than one specified by the 900Agree registry keyword, the line will be disconnected. If the caller presses the key specified by the 900Agree keyword (or any key if the 900Agree value is blank), the system will proceed to the Main menu.

Requesting Fax Routing Information

If a fax is sent to a number that delivers faxes to several people (such as a public or hotel fax machine), there may be a problem determining the fax recipient. TeleConnect can be configured to ask the caller to enter a name or phone number to assist in routing. Requests for fax routing information are skipped if the caller requests the fax(es) be sent back to the fax machine he is calling from using the same connection (the One-call option).

To ask the caller to enter a phone number to assist with routing, add the TeleConnect registry keyword AskVoiceNumber(1).

To ask the caller to enter an alphanumeric sequence (such as a name), add the TeleConnect registry keyword AskAlphaNumeric(1).

If either of these options is enabled, TeleConnect will play message file 306. If you enabled AskVoiceNumber only, message file 306 will be followed by message file 307. If you enabled AskAlphaNumeric only, message file 306 will be followed by message file 312. If you enabled both AskVoiceNumber *and* AskAlphaNumeric, message file 306 will be followed by message file 311. For a complete list of TeleConnect's message files see [Appendix A, "Voice Prompt Files"](#).

Entering alphanumeric data via touch-tone phone

When you request alphanumeric input from the caller, this input must be specially encoded by the caller so the TeleConnect system knows exactly which character was intended. Each character requires the caller to press two buttons on the phone. Letters are encoded by pressing the button with the letter on it and then pressing 1, 2, or 3 to indicate whether you want the first, second, or third letter on the button. For the letter "A," for example, press 2, which has the letters ABC on it, followed by 1 to indicate that you want the first of those three letters. The following table lists all characters available via this encoding method.

Table 1B Alphanumeric Touch-Tone Key Sequences

A = 21	I = 43	Q = 01	Y = 93	2 = 20
B = 22	J = 51	R = 72	Z = 03	3 = 30
C = 23	K = 52	S = 73	Space = 02	4 = 40
D = 31	L = 53	T = 81	+ = 11	5 = 50
E = 32	M = 61	U = 82	- = 12	6 = 60
F = 33	N = 62	V = 83	. = 13	7 = 70
G = 41	O = 63	W = 91	0 = 00	8 = 80
H = 42	P = 71	X = 92	1 = 10	9 = 90

The decoded sequence will be used in the **To:** field on the fax cover sheet. The caller has 40 seconds to enter up to 60 digits, which will decode to a maximum of 30 characters.

Appendix A

Voice Prompt Files

The TeleConnect module uses voice prompt files located in the RFBBoard\Mainapp\Voices folder on the RightFax server. Voice prompt files are saved as Dialogic® OKI32 files (.VOX files). These files can be customized in Fax-on-Demand (described in the *RightFax Docs-on-Demand Guide*) or using a third-party sound editor that supports the Dialogic OKI32 file format.

All files in the RFBBoard\Mainapp\Voices folder are listed in the following table along with their voice text.

Table AA Voice Prompt Files Used by TeleConnect

File name	Voice prompt
A.VOX	"...a..."
ALLQUE.VOX	"All of your queued faxes will be sent."
B.VOX	"...b..."
BADFAXNUM.VOX	"Invalid entry. We will not send documents to that fax number."
BADLOGIN.VOX	"The mailbox and password combination you entered is not valid. Please try again."
BEGINREC.VOX	"You may begin recording after the beep. Press pound when finished."
C.VOX	"...c..."
CATALOG.VOX	"...catalog..."
CATALOGS.VOX	"...catalogs..."
COUNT.VOX	"...faxes with a total of..."
D.VOX	"...d..."
DELVERIF.VOX	"Are you sure you want to delete this message? Press 1. If not, press 2."
DOC.VOX	"...document..."
DOCS.VOX	"...documents..."
FAX.VOX	"...fax..."
FAXES.VOX	"...faxes..."
FAXNUM.VOX	"Enter your fax number and then press the pound key."
FAXTYPE.VOX	"If you are calling from your fax machine, press 1. If you wish the fax delivered to a fax number, press 2."
FWDFAX.VOX	"Your faxes are currently being forwarded to..."
FWDFAXNM.VOX	"Please enter the fax number to forward your faxes to."
FWDMENU.VOX	"To automatically forward your faxes to a fax machine, press 1. To forward your faxes to a network user, press 2. To disable fax forwarding, press 3. To cancel changes, press the Star key."
FWDNOUS.VOX	"You may not enable fax forwarding to a network user because a destination user has not been specified."
FWDUSER.VOX	"Your faxes are currently being forwarded to a network user."

Table AA Voice Prompt Files Used by TeleConnect (continued)

File name	Voice prompt
FWDWARN.VOX	"Your fax forwarding option is currently set to a network user. If you change this, there will be no way to restore this setting over the telephone interface. If you still want to change this option, press 1. If not, press 2."
GOODBYE.VOX	"Goodbye."
GREETING.VOX	"Welcome to RightFax, the leading enterprise fax server."
HUNDRED.VOX	"...hundred..."
IFCORREC.VOX	"If this is correct, press 1. To reenter, press 2."
INVALID.VOX	"Invalid entry. Please try again."
ISNOTAVAIL.VOX	"...is not available."
LOGIN1.VOX	"Please enter your mailbox number."
LOGIN2.VOX	"Please enter your security code."
MAINMENU.VOX	"To retrieve faxes, press 1. To retrieve a list of all faxes, press 2. To hear fax mailbox statistics, press 3. To change mailbox options, press 4. To quit, press the Star key."
MILLION.VOX	"...million..."
N00.VOX	"...zero..."
N01.VOX - N99.VOX	"...one..." - "...ninety-nine..."
NEW.VOX	"...new..."
NOFWD.VOX	"Your faxes are not currently being forwarded."
NONEWFXS.VOX	"You have no new faxes."
NONQUE.VOX	"We are unable to queue your faxes for transmission."
NOPRINTER.VOX	"Your faxes may not be automatically printed because a destination printer has not been selected."
NOTAVAIL.VOX	"The fax server is not available. We are unable to process your call."
NOTONES.VOX	"No entries detected. Please try again."
NTFDISAB.VOX	"Alternate notification to another network user is disabled."
NTFENAB.VOX	"Alternate notification to another network user is enabled."
NTFMENU.VOX	"To enable alternate notification press 1. To disable alternate notification, press 2. To cancel changes, press the Star key."
NTFWARN.VOX	"You may not enable alternate notification because a network user to notify has not been selected."
ONECALL.VOX	"Shared call beginning."
OPTMENU.VOX	"For automatic forwarding options, press 1. For automatic printing options, press 2. For alternate notification options, press 3. To return to the Main menu, press the Star key."
OUTBOUND.VOX	"...outbound..."
PAGE.VOX	"...page..."
PAGES.VOX	"...pages..."
POUND.VOX	"...pound..."
PRNDISAB.VOX	"Your faxes are not being automatically printed."
PRNENABL.VOX	"Your faxes are currently being automatically printed."
PRNMENU.VOX	"To automatically print your faxes, press 1. To disable automatic printing, press 2. To cancel changes, press Star."
RCVSTAT1.VOX	"...received faxes totalling..."

Table AA Voice Prompt Files Used by TeleConnect (continued)

File name	Voice prompt
RCVSTAT2.VOX	"...of your received faxes have not been viewed or printed."
RECEIVED.VOX	"...received..."
RECMENU.VOX	"To play back, press 1. To record, press 2. To save this message, press 3. To cancel changes, press 4. To delete this message, press 5."
RTVERR1.VOX	"You entered an invalid fax ID number."
RTVID1.VOX	"You may retrieve up to..."
RTVID2.VOX	"Enter the fax ID number and press Pound."
RTVMAX.VOX	"You have entered the maximum allowable fax IDs."
RTVMEN.VOX	"To retrieve all new faxes, press 1. To retrieve a list of all faxes, press 2. To retrieve faxes by their ID number, press 3. To return to the Main menu, press the Star key."
SIL_100.VOX	0.1 second silence
SIL_1000.VOX	1 second silence
SIL_250.VOX	0.25 second silence
SIL_500.VOX	0.5 second silence
SNTSTAT1.VOX	"...outbound faxes totalling..."
SNTSTAT2.VOX	"...are in process..."
SNTSTAT3.VOX	"...have been sent successfully, and..."
SNTSTAT4.VOX	"...are abandoned."
SOMEQUE.VOX	"Not all of your queued faxes will be sent due to an error."
STAR.VOX	"...star..."
STATMENU.VOX	"For statistics on outbound faxes, press 1. For statistics on inbound faxes, press 2. To return to the main menu, press the Star key."
THAT.VOX	"That..."
THISSESS.VOX	"...this session..."
THOUSAND.VOX	"...thousand..."
TOPROCEE.VOX	"To proceed..."
TOTALING.VOX	"...totalling..."
UPTO.VOX	"...up to..."
WAITCNT.VOX	"Please wait while the system retrieves your faxes."
WAITGEN.VOX	"Please standby while we are processing your request."
YOUHAVE.VOX	"You have..."
YOUMAY.VOX	"You may request..."
YOUSELEC.VOX	"You selected..."

■ ■ ■

Appendix B

TeleConnect Registry Configuration

TeleConnect is configured primarily via multi-string (Reg_Multi_SZ) registry entries. Each channel dedicated to TeleConnect has its own configuration registry entry. The TeleConnect configuration registry entry is located at HKEY_LOCAL_MACHINE\Software\RightFax\BoardServer\TUI\Extensions. The multi-string registry entries for TeleConnect use this format:

```
extension`keyword(value)`keyword(value)`...
```

Where *extension* is the phone number extension or DID channel assigned to TeleConnect, ` is the “grave” character located on the same key as the tilde (~), *keyword* is one of the configuration setting keywords (see “TeleConnect Registry Values” on page 15), and *value* is an optional value setting for the keyword. The phone number extension or DID channel assigned to TeleConnect is always the first entry. The extension and all keywords must be separated by a grave (‘) character.

The following table lists all available TeleConnect keywords, and includes the default settings (if any) and descriptions.

Table BA TeleConnect Registry Values

Keyword	Default	Description
900Agree	N/A	900 caller agreement sequence.
900Enable	False	900 telephone processing.
AppType	1	Application type: 0 = TeleConnect 2 = One-Doc Poll
AskAlphaNumeric	False	Ask caller for alpha-numeric sequence.
AskVoiceNumber	True	Ask caller for voice number.
CallType	0	Default call type: 0 = Prompt 1 = One-call 2 = Two-call
CSID	N/A	CSID to use during a one-call transaction. If blank, it uses the channel default.
DefaultBI1	N/A	Default billing code #1 for a two-call fax TeleConnect. If a fax is being forwarded from a user’s mailbox, the system will attempt to use the billing codes from the source fax. If no billing codes are present in the source fax, the value specified here, and that of DefaultBI2, will be used.
DefaultBI2	N/A	Default billing code #2 for two-call.
MaxErrors	3	Maximum number of errors allowed (timeouts, invalid doc numbers, etc.) If this number is exceeded, the caller will be disconnected.
MaxFaxes	32	The maximum number of faxes sent out in one call by TeleConnect.

Table BA TeleConnect Registry Values (continued)

Keyword	Default	Description
Multilingual	False	Multilingual support enabled/disabled.
TransferSequence	N/A	PBX transfer sequence. If not blank, TeleConnect transmits this sequence just before hanging up. It is a standard Brooktrout® sequence (TP!F;;WU%1234567890ABCD). 39 characters max.
TUIReportPath	TUILOG	The path for TeleConnect reports. If a relative path-spec, it will be relative to the RFBoard folder.
VoicePath	MainApp\ voices; voices	The path(s) for voice prompt files. One or more folders the system will search to play a voice file. Folders are separated with a semicolon. A relative folder specification is relative to the RFBoard folder. Any recorded message will be recorded to the first folder listed.
VoicePath0	N/A	Language #0 voice folder(s).
VoicePath2 – VoicePath9	N/A	Language #2 voice folder(s) – Language #9 voice folder(s).

■ ■ ■

Index

A

access TeleConnect 7
 activate TeleConnect 5
 alphanumeric data, entering via telephone 9
 alphanumeric passwords 7
 assign channel to TeleConnect 6

C

call TeleConnect 7
 channel, assigning to TeleConnect 6
 configure TeleConnect 6

D

Dialogic OKI32 files 11

E

enable TeleConnect 6

F

fax routing information, requesting 9
 faxes
 automatic forwarding 7
 automatic notification 7
 automatic printing 7
 TeleConnect ID 7
 FCC requirements 8
 files, voice prompt 11
 forward faxes, automatic 7

L

language support 8

M

Main menu 7
 messages, recording multilingual 8
 multilingual support 8

N

notification of faxes, automatic 7

O

OKI32 files 11
 one-call faxing 6
 overview 5

P

print faxes, automatic 7
 prompt, toll-number 8

R

record multilingual messages 8
 registry entries 15
 registry keywords 15
 request fax routing information 9
 retrieve faxes in TeleConnect 7
 RightFax mailbox, accessing with TeleConnect 7

S

system requirements 5

T

TeleConnect 7
 TeleConnect ID assigned to fax 7
 TeleConnect user, setting up in RightFax 6
 toll-number
 prompt 8
 support 8
 two-call faxing 6

U

user, setting up in RightFax 6
 using TeleConnect 7

V

voice mail subscriber ID 6
 voice prompt files list 11–13
 VOX files 11

W

Windows registry entries 15

