



Managing Faxes

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About the Fax Option

The fax option lets you manage faxes so you can do the following:

- List the faxes that you received. Cisco Unity Connection plays only the fax message properties, such as the sender, date, and time.
- Forward the faxes that you received to another Connection user, contact, or distribution list.
- Deliver the faxes that you received to a fax machine for printing.
- Change your fax delivery number (the phone number of the fax machine that you want your fax sent to for printing).



Note

You cannot create a fax from a file on your computer.

Listing Faxes

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To List Faxes by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the option **New Messages**.
- Step 3** Follow the prompts to manage your faxes.
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To List Faxes by Using Voice Commands

- Step 1** Call and log on to Connection.
- Step 2** When Connection asks, “What do you want to do,” say:
“Play New Fax Messages” to list new faxes that you have received.
 Or
“Play Faxes” to list both new and old faxes that you have received.
- Step 3** Follow the prompts and use the following voice commands to manage a fax after you have listened to the description:

Action	Command
Send fax to a fax machine for printing	“Fax”
Hear sender and time that the fax was sent	“Message Properties”
Forward fax to a Connection user, contact, or distribution list	“Forward”
Reply to fax (only if it was sent by a Connection user, contact, or distribution list)	“Reply”
Play next fax	“Next”
Play previous fax	“Previous”

Changing Your Fax Delivery Phone Number

The fax delivery number is the phone number of the fax machine that you want your fax sent to for printing.

To specify a fax delivery number, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include the applicable dialing codes (for example, 1 and the area code).

This section contains two procedures. Do the applicable procedure, depending on whether you are using the phone keypad or voice commands.

To Change Your Fax Delivery Phone Number by Using the Phone Keypad

- Step 1** Call and log on to Connection.
- Step 2** At the Main menu, choose the options **Setup Options > Message Settings > Fax Settings**.
- Step 3** Follow the prompts to enter your fax delivery phone number.

To Change Your Fax Delivery Phone Number by Using Voice Commands

- Step 1** Call and log on to Connection.

- Step 2** When Connection asks, “What do you want to do,” say:
“**Setup Options.**” (Connection temporarily switches to the phone keypad.)
- Step 3** On the phone keypad, choose the options **Message Settings > Fax Settings**.
- Step 4** Follow the prompts to enter your fax delivery phone number.

**Tip**

To switch back to using voice commands, keep pressing * until you hear the “Voice Command Conversation” prompt.

