AudioCodes One Voice for Microsoft® Skype for Business

Fax Server & Auto Attendant IVR

Version 2.5x

Skype for Business



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Notice

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

Manual Name

Fax Server and Auto Attendant IVR Administrator's Guide

Document Revision Record

LTRT	Description	
28872	Initial document release.	
28874	<i>Lync</i> replaced with <i>Skye for Business</i> . Minor modifications to Chapter 2 – Prerequisites.	
28875	Updates for obtaining licenses from AudioCodes.	
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28877	 Updated to Software Update 2.5.100 Updates to section "Installation on the Customer's Server"; Installing the Fax Server; Before Installing Auto Attendant IVR; new appendix "Fax and IVR Software Upgrade" added. 	
28878	 Integration with external systems/database for retrieving information through a REST API Updated minimum server requirements for CPU Updated memory requirements for adding Fax AA IVR Application VM to the SBA Updated pre-installation requirements 	

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at https://online.audiocodes.com/documentation-feedback

Software Revision Record

The following table lists the software versions released in Version 2.5.

Table 1-1: Software Revision Record

Software Version	Date
2.5.0	Jun 2016
2.5.6	Dec 2016
2.5.7	Jun 2017
2.5.9	Oct 2017
2.5.11	Feb 2018
2.5.12	May 2018
2.5.13	May 2018
2.5.14	May 2018
2.5.100	Oct 2018
2.5.102	Jan 2019



Note: The latest software versions can be downloaded from:

https://downloads-audiocodes.s3.amazonaws.com/Download/AC_FAX_IVR_IW.html Unzip the file to a temporary directory.



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1 Introduction



Note: Microsoft has rebranded Lync as Skype for Business and therefore, whenever the term Skype for Business appears in this document, it also applies to Lync Server 2013.

1.1 Fax Server

AudioCodes' Fax Server (Fax to Mail and Mail to Fax) application is a powerful and flexible software application used to manage inbound fax calls and outbound mail-to-fax calls, delivering them efficiently to their correct destination.

As part of AudioCodes' One Voice for Microsoft Skype for Business offering, the Fax Server application can be deployed on AudioCodes' Mediant Gateways and Survivable Branch Appliances (SBAs) in branch offices of distributed enterprises.

As a pure software application, AudioCodes' Fax Server can also be deployed on a standard server.

For enterprises with multiple branch offices, the application can be deployed per local branch, or as a centralized application in the datacenter that serves all remote branches.

1.1.1 Features and Benefits

Features and benefits of the Fax Server application are as follows:

- Support for corporate fax, a dedicated fax number for specific users, and a combined voice/fax mailbox
- Support of corporate mail to fax services
- Always-available service, 24/7/365
- Reliable, no fax machine maintenance required, no more 'Out of paper', 'Out of toner'", 'Paper Jam' or 'Faxes Getting Lost' notifications
- Convenient and easy to use mail-to-fax services
- Go Green: Eliminates massive paper consumption and annoying piles of spam faxes
- Savings on DID lines: One DID per user for both voice and fax calls
- Available on AudioCodes' Mediant 800B and Mediant 1000B SBA platforms
- Fax is received as email with PDF attachments and can be viewed on PCs and smartphones and printed, archived and forwarded to others
- Incoming faxes can be routed to one or multiple destinations
- Automatic Fax Detection supporting T.38 and T.30 fax protocols
- Email is sent to fax destination with attachments if required, and the user receives an email notification of the Send operation
- Easy-to-use web interface for managing system service
- Easy to set up: Integrates with the enterprise's Active Directory (LDAP) and the enterprise's mail server (SMTP)
- Scalable from a few fax ports to dozens of fax ports

1.2 Auto Attendant IVR

AudioCodes' Auto Attendant IVR (AA IVR) is an Interactive Voice Response system that provides enterprises with a powerful and flexible tool to manage inbound calls and deliver them to intended destinations, based on buttons pressed by callers, using DTMF detection or speech activated.

Auto Attendant IVR supports advanced Call Queue for Automatic Call Distribution (ACD) based on different routing modes and agents availability.

As part of AudioCodes' One Voice for Microsoft Skype for Business offering, Auto Attendant IVR can be deployed together with AudioCodes' Survivable Branch Appliances (SBAs) in branch offices to replace Skype for Business's Response Group Service (RGS) when the connection with the central Skype for Business server is lost.

Auto Attendant IVR is a pure software application which can also be deployed on standard server hardware.

The ACD routes and queues incoming calls to a group of people, called agents, such as for a help desk or a customer service desk.

The ACD comprises the following components:

- Agents
- Groups
- Queues
- ACD Flows
- IVR
- Holidays
- Business Working Hours

1.2.1 Features and Benefits

Features:

- Automatically plays voice prompts to callers
- Transfers callers to additional menus and extensions based on caller input
- Supports different IVR behavior for working hours, non-working hours and holidays
- Automatic Call Distribution (ACD) to Skype for Business agents
- Multi-Language support and localization
- Allows direct extension reach with minimal DID
- Graphical User Interface for managing IVR menus and call flow
- Voice activation and Text to Speech
- Integration with external systems/database for retrieving information through a REST API

Benefits:

- Maximizes employee productivity by automating inbound enterprise call routing
- Reduces Direct Inward Dialing / Direct Dial-In (DID / DDI) requirements through direct extension dialing
- Increases customer satisfaction through reduced waiting times
- Suitable for main offices and remote branches
- Supports application survivability at branch offices
- Replaces Skype for Business Response Group Service (RGS) or as a standalone solution
- Multi-language support for global enterprise Skype for Business deployments
- Saves on operational costs by reducing the number of operator calls

1.3 About this Guide

This guide shows how to install AudioCodes' Fax Server and Auto Attendant IVR software applications. The guide also shows how to set up the AudioCodes Gateway fax detection and fax reroute mechanisms.

1.4 Call Flow Descriptions

The procedure below describes the call flow for incoming and outgoing faxes and for an incoming call from the PSTN to a Skype for Business agent controlled by the Auto Attendant application.

1.4.1 Incoming Fax2Mail Flow with Fax Detection

The figure below shows the typical call flow for an incoming fax call to an enterprise. In this configuration, the call is sent to the Microsoft Skype for Business user. If it is a fax call, the call will be routed to the Fax server.



Figure 1-1: Call Flow - Incoming Fax2Mail with Fax Detection

The table below describes the call flow for an incoming Fax2Mail with Fax Detection.

Table 1-1: Call Flow - Incoming	n Fax2Mail with	Fax Detection	Description
	j i azzinan with	I ax Detection	Description

Step #	Description
1	The incoming Fax Call from PSTN to the AudioCodes Gateway (T.38 or G.711).
2	The call is routed to the Skype for Business server. The Skype for Business user answers the call.
3	Gateway Fax Detection monitors the call. If the fax call is detected, the call is re-routed to the Fax server (T.38).
4	The Fax server terminates the fax call.
5	The Fax2Mail service finds the destination user email in the company Active Directory (LDAP).
6	The Fax server sends an email with a PDF attachment to the mail server (SMTP).
7	The user receives a fax message in Microsoft Outlook.

1.4.2 Outgoing Mail2Fax Flow

The diagram below illustrates the call flow for an outgoing fax call from the user.

Figure 1-2: Call Flow - Outgoing Mail2Fax



The table below describes the call flow for an Outgoing Mail2Fax.

Table 1-2: Call Flow - Outgoing Mail2Fax Description
--

Step #	Description
1	The user creates a new email with attachments and sends to <i>number@fax.server</i> (e.g. +972123456@fax.server).
2	The Email is sent to the company mail server.
3	The company mail server forwards email to Fax server.
4	The Fax server converts the email and attachments to fax format.
5	The Fax server sends the fax via T.38 to the PSTN gateway.
6	The Fax is sent to PSTN via AudioCodes gateway (T.38 or G.711).
7	The Fax server sends a success/fail delivery email to the Mail server.
8	The user receives success/fail report for the fax send operation.

1.4.3 Incoming Call Controlled by Auto Attendant Call Flow

The figure below shows the typical flow of an incoming call from the PSTN to a Skype for Business agent controlled by the Auto Attendant application.





The table below describes the call flow for a call controlled by the Auto Attendant.

Table 1-3: Call Flow - Call Controlled by Auto Attendant

Step #	Description
1	A caller dials the enterprise's leading number.
2	The gateway sends the call to the SBA.
3	The SBA identifies the number as an Auto Attendant number and sends the call to the Auto Attendant application.
4	The Auto Attendant application answers the call and - according to IVR settings and caller interactions - the call is transferred to a Skype for Business user or agent.
5	The SBA sends the call to the Skype for Business user/agent.
6	The call is established and a Media path is established between the gateway and the Skype for Business client.

2 **Prerequisites**

The following describes the hardware and software prerequisites for the following installation types:

- Installation on customer's server
- Installation on SBA

2.1 Installation on the Customer's Server

Installation on a customer server can be done on a Physical or a Virtual Machine, where any hypervisor that can host the Windows Operating System can be used (e.g. VmWare, HyperV, XEN, etc'). Before you install the Fax server, make sure you meet the following prerequisites:

- Minimum server specifications:
 - CPU: Dual Core
 - Memory: 2 GB RAM (Recommended 4 GB RAM)
- Hard Disk: 80G Operating System supported:
 - Windows Server 2016, 64-bit version
 - Windows Server 2012 R2, 64-bit version
 - Windows Server 2008 R2 Standard with Service Pack 1, 64-bit version



Note: The Operating System should be "clean" with no additional software/applications previously installed. Windows updates must be performed before starting the installation.

For installation on the customer's server, do the following:

- Download the latest Fax/lvr installation file from <u>https://downloads-audiocodes.s3.amazonaws.com/Download/AC_FAX_IVR_IW.html</u> Since the file is zipped, you need to unzip to temp directory.
- Install Microsoft .Net 3.5. library by opening the Microsoft Server Manager and navigating to Add Features and enabling the .NET Framework 3.5 feature.
- For Windows 2012 R2 and Windows 2016 server only, install Microsoft Media Foundation by opening the Microsoft Server Manager and navigating to Add Features. Enable the Media Foundation feature.
- For Windows 2008 R2 server only, install Microsoft Desktop Experience by opening the Microsoft Server Manager and navigating to Add Features. Enable the Desktop Experience feature.
- For Windows 2008 R2 server only Install Microsoft .Net 4.5 library from the installation directory ..\data\NDP451-KB2858728-x86-x64-AllOS-ENU.exe (or you can download it from <u>http://www.microsoft.com/en-us/download/details.aspx?id=40779</u>).

2.2 Adding Fax AA IVR Application VM to the SBA

The procedure below shows how to define the Fax server / Auto Attendant IVR application as a Virtual Machine on the OSN module using the Microsoft's Hyper-V Manager.

In case the Fax AA IVR is not installed on the SBA, proceed to Section 2.3.

- To add the Fax / AA IVR application to the OSN module:
- 1. Connect to the OSN module using a Remote Desktop Connection (**Start > Remote Desktop Connection**).
- 2. On the Remote Desktop Connection screen, click the **Server Manager** icon; the Server Manager opens:

Server Manager			
File Action View Help			
(= =) 🖄 📅 🚺			
Server Manager (WIN-SVS7DG4S7(Roles		
KOIES Features Gonfiguration Storage	View the health of the roles installed o	n your server and add or remove roles and features.	•
	🔿 Roles Summary		Roles Summary Help
	Roles: 1 of 17 installed Web Server (IIS)		Add Roles
	Web Server (IIS)		Web Server (IIS) Help
	Provides a reliable, manageable, and scalable W	eb application infrastructure.	
	Messages: None System Services: 4 Running, 1 Stopped () Events: 2 informational in the last 24 hc Best Practices Analyzer: To start a Best tile on this role's homepage and clck Sc	urs Practices Analyzer scan, go to the Best Practices Analyzer In this Role	
	Role Services: 28 installed		Add Role Services
	Role Service	Status	Remove Role Services
	🍐 Web Server	Installed	
	Common HTTP Features	Installed	
	📩 Static Content	Installed	
	📄 📥 Default Document	Installed	
	Directory Browsing	Installed	
	HTTP Errors	Installed	
	HTTP Redirection	Installed	
	WebDAV Publishing	Not installed	•
∢	🖓 Last Refresh: Today at 9:59 AM Configure refr	esh	

Figure 2-1: Server Manager

3. In the Navigation tree, select the **Roles** menu option; the Roles pane opens.

4. In the Roles pane, click **Add Roles**; the Add Roles Wizard opens:

Figure 2-2: Add Roles Wizard - Select Server Roles

Add Roles Wizard Select Server R	oles	X
Before You Begin Server Roles Hyper-V Virtual Networks Confirmation Progress Results	Select one or more roles to install on this server. Roles: Active Directory Certificate Services Active Directory Federation Services Active Directory Rights Management Services Application Server DHCP Server DHS Server Finit and Document Services Print and Document Services Web Server (IIS) (Installed) Windows Deployment Services Windows Server Update Services 	Description: Hyper-V provides the services that you can use to create and manage wirtual machines and their resources. Each wirtual machine is a wirtualized computer system that operates in an isolated execution environment. This allows you to run multiple operating systems simultaneously.
	< Previous N	lext > Install Cancel

- 5. In the **Roles** list, select the **Hyper-V** check box.
- 6. Click **Next**; the Hyper-V screen opens.

Figure 2-3: Add Roles Wizard - Hyper-V

Add Roles Wizard	×
Hyper-V	
Before You Begin Server Roles Hyper-V Virtual Networks Confirmation Progress Results	Introduction to Hyper-V Hyper-V allows you to virtualize your server workloads by running those workloads on virtual machines. You can use virtual machines to consolidate multiple workloads on one physical server, to improve server availability, and to increase efficiency in developing and testing software. Things to Note Things to Note After you install this role, you should identify which network connections on this server you want to use for setting up virtual networks. After you install Hyper-V, you can use Hyper-V Manager to create and configure your virtual machines. Additional Information Hyper-V Overview Hyper-V Installation Prerequisites Configuring Hyper-V Software Software

7. Click Next; the Create Virtual Networks screen is displayed.

Add Dolog Wizard	V
Create Virtual No	etworks
Before You Begin Server Roles Hyper-V Virtual Networks Confirmation	Virtual machines require virtual networks to communicate with other computers. After you install this role, you can create virtual machines and attach them to a virtual network. One virtual network will be created for each network adapter you select. We recommend that you create at least one virtual network now for use with virtual machines. You can add, remove, and modify your virtual networks later by using the Virtual Network Manager.
Progress Results	Name Network Adapter Image: Decal Area Connection Inte(R) PRO/1000 PT Server Adapter Image: Decal Area Connection 2 Inte(R) PRO/1000 PB Dual Port Server Connection Image: Decal Area Connection 3 Inte(R) PRO/1000 PB Dual Port Server Connection #2 Image: We recommend that you reserve one network adapter for remote access to this server. To reserve a network adapter, do not select it for use with a virtual network.
	More about virtual networks Amore about virtual networks Cancel

Figure 2-4: Add Roles Wizard - Create Virtual Networks

8. Select the appropriate Network Adapter (the Adapter used by the SBA and connected to the network), and then click **Next**; the Confirm Installation Selections screen opens.

Figure 2-5: Add Roles Wizard - Confirm Installation Selections

Add Roles Wizard		×
Confirm Installa	tion Selections	
Before You Begin Server Roles Hyper-V Virtual Networks Confirmation	To install the following roles, role services, or features, click Install.	-
Progress Results	Virtual Networks : Local Area Connection	
	Print, e-mail, or save this information	
	< Previous Next > Install Cancel	

9. Click Install; the Installation Results screen opens.

Figure 2-6: Add Roles Wizard - Installation Results

Add Roles Wizard			×
Installation Resul	ts		
Before You Begin Server Roles Hyper-V	One or more of the following 1 warning message be	g roles, role services, or features require you to rest slow	art:
Virtual Networks	🔿 Hyper-¥	🔔 Restart Pending	
Confirmation	🔒 You must restart this	s server to finish the installation process.	
Progress			
Results			
	Print, e-mail, or save the ins	tallation report	
		< Previous Next >	Close Cancel

- **10.** Restart the Fax AA IVR server.
- 11. Click Start > Administrative Tools > Hyper-V Manager; the Hyper-V Manager screen opens.

File Action View Window	/ Help		
Þ 🔿 🖄 🖬 🚺 🖬			
Hyper-V Manager	Vistual Machiner	Actions	
WIN-SVS7DG4S7QE	Name State CPUUsage Memory	WIN-SVS7DG4S7QE	
	Nune order or ordege memory	New	Virtual Machine
	No virtual machines were found on this server.	👔 Import Virtual Machine	Hard Disk
		Hyper-V Settings	норру Disk
		Virtual Network Manager	
		Edit Disk	
		Inspect Disk	
		Stop Service	
	1	K Remove Server	
	Snapshots	- Refresh	
	No virtual machine selected.	View	
		New Window From Here	
		II нер	
		=	
	Details		
	No item selected.		
		-	

Figure 2-7: Hyper-V Manager

12. In the Actions pane, click **New > Virtual Machine**; the New Virtual Machine Wizard screen opens.

Figure 2-8: New Virtual Machine Wizard - Before You Begin

ኪ New Virtual Machine Wiza	rd	×
Before You E	3egin	
Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary	This wizard helps you create a virtual machine. You can use virtual machines in place of physical computers for a variety of uses. You can use this wizard to configure the virtual machine now, and you can change the configuration later using Hyper-V Manager. To create a virtual machine, do one of the following: Click Finish to create a virtual machine that is configured with default values. Click Next to create a virtual machine with a custom configuration. Do not show this page again More about creating virtual machines	

- **13.** Click **Next**; the Specify Name and Location screen opens.
 - Figure 2-9: New Virtual Machine Wizard Specify Name and Location

🔃 New Virtual Machine Wiza	ird 🛛 🗙
Specify Nam	e and Location
Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary	Choose a name and location for this virtual machine. The name is displayed in Hyper-V Manager. We recommend that you use a name that helps you easily identify this virtual machine, such as the name of the guest operating system or workload. Name: Fax Server Auto Attendant IVR You can create a folder or use an existing folder to store the virtual machine. If you don't select a folder, the virtual machine is stored in the default folder configured for this server. Store the virtual machine in a different location Location: C:\ProgramData\Microsoft\Windows\Hyper-V\ Browse If you plan to take snapshots of this virtual machine, select a location that has enough free space. Snapshots include virtual machine data and may require a large amount of space.
	< <u>Previous</u> <u>N</u> ext > <u>Einish</u> Cancel

14. In the 'Name' field, enter **Fax Server Auto Attendant IVR** as the name for your virtual machine.

15. Click Next; the Assign Memory screen opens.

```
Figure 2-10: New Virtual Machine Wizard - Assign Memory
```

🏣 New Virtual Machine Wiza	rd 🛛 🔀
Assign Memo	bry
Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Installation Options Summary	Specify the amount of memory to allocate to this virtual machine. You can specify an amount from 8 MB through 2046 MB. To improve performance, specify more than the minimum amount recommended for the operating system. Memory: 2046 MB Image: When you decide how much memory to assign to a virtual machine, consider how you intend to use the virtual machine and the operating system that it will run. More about determining the memory to assign to a virtual machine
	< Previous Next > Finish Cancel

- **16.** In the 'Memory' field, enter **4096** MB (assuming your machine has a total memory of 8 GB or more), or **2048** MB (assuming your machine has a total memory of 4 GB), or **750** MB (assuming your machine has a total memory of 2 GB).
- 17. Click Next; the Configure Networking screen opens.

Figure 2-11: New Virtual Machine Wizard - Configure Networking

捷 New Virtual Machine Wiza	rd 🛛 🔀
Configure Ne	etworking
Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Summary	Each new virtual machine includes a network adapter. You can configure the network adapter to use a virtual network, or it can remain disconnected. Connection: Cocal Area Connection - Virtual Network More about configuring network adapters
	< Previous Next > Finish Cancel

18. In the 'Connection' field, select the required network adapter.

19. Click **Next**; the Connect Virtual Hard Disk screen opens.



Before You Begin	A virtual machine requires storage so that you can install an operating system. You can specify the
Specify Name and Location	storage now or configure it later by modifying the virtual machine's properties.
Configure Networking Connect Virtual Hard Disk Summary	Name: FixAAV2_4 shd Location: Ci(Usersi[Public]Documents[Hyper-V[Virtual Hard Disks] Size: 127 GB (Maximum: 2040 GB) Image: Size: 127 GB (Maximum: 2040 GB) Browse Image: Size: 127 GB (Maximum: 2040 GB) Browse Image: Size: Size: Image: Size: 127 GB (Maximum: 2040 GB) Browse Image: Size: Browse Image: Size: Size: Image: Size: Browse Im

- 20. Click the Use an existing virtual hard disk option.
- **21.** Click **Browse...**, and then navigate to the location of the vhd file: C:\Users\Public\Documents\Hyper-V\Virtual hard disks\FaxAttWin2008R2-SP1.vhd;
- 22. The Open screen is displayed.

Figure 2-13: New Virtual Machine Wizard - Open

🏚 New Virtual Machine Wizard		
🏚 Open		×
🕞 🔛 🔻 Hyper-V 👻 Virtual hard disks 🔹 🗲 🚱	Search Virtual hard d	isks 🗾 🙋
Organize 👻 New folder		· · 🛯 🛛
Microsoft Managemer Name *	Date modified	Туре
FaxAA _t Win2008R2-SP1.vhd	12/26/2013 3:29 PM	VHD File
📩 📩 Favorites		
🧮 Desktop		
📜 Downloads		
🗐 Recent Places		
浸 Libraries		
Documents		
al Music		
E Pictures		
🛃 Videos		
🖳 Computer		
🚢 Local Disk (C:)		
👝 Local Disk (D:)		
🖵 C on ISR1217-334		

23. Select the Fax AA IVR VHD file, and then click **Open**; the Connect Virtual Hard Disk screen is displayed.

24. Click Next; the Completing the New Virtual Machine Wizard screen is displayed.

Figure 2-14: New Virtual Machine Wizard – Completing the New Virtual Machine Wizard

🏂 New Virtual Machine Wiza	rd 🛛 🗙
Completing t	the New Virtual Machine Wizard
Before You Begin Specify Name and Location Assign Memory Configure Networking Connect Virtual Hard Disk Summary	You have successfully completed the New Virtual Machine Wizard. You are about to create the following virtual machine. Description: Name: Fax: Server Auto Attendant IVR; Memory: Memory: 2046;MB[Network: Local Area Connection - Virtual Network. Hard Disk: C:{Users}Public!Documents}Hyper-V/Wirtual hard disks\FaxAA_V2_4.vhd
	To create the virtual machine and close the wizard, click Finish. < Previous Next > Finish Cancel

25. Click **Finish**; the Hyper-V Manager screen is displayed, indicating that the Virtual Machine is running.

Victual Machines				Actions	
Name -	State LCP	Illiana I Ma	incom Utilation	WIN-SYSTOGISTOR	-
PackAIVE Snapshots	The selected vitual mach	ine has no snapsh	oft.	New	,
sps				Pause Reset	
Cres	Hedt: 8/22/2011 4:20:38 P	Heartbe	at: No Contact	Ba Snapshot	
Not	NC None	Hemory	Usage: 512MB	Rename	
				The second se	

26. In the Fax AA IVR Actions pane, select Settings; the Settings for Fax AA IVR on SBA screen opens.

Applications	
Hardware Mid Hardware EIOS	Vou can modify the number of virtual processors based on the number of processors on the physical processors are not find the physical processors on the physical processors are not set of the physical physic
Boot from CD Memory 750 MB Processor 1 Virtual processor 1 DE Controller 0	Number of logical processors: 1 More about virtual processors Resource control You can use resource controls to balance resources among virtual machines.
Hard Drive Win2008R2-SP1_12699887-91 IDE Controller 1 DVD Drive	Virtual machine reserve (percentage): 50 Percent of total system resources: 25
None SCSI Controller Network Adapter Local Area Connection - Virtual Net	Virtual machine limit (percentage): 100 Percent of total system resources: 50
PCOM 1 None COM 2 None	More about resource control
Diskette Drive None Management	You can limit the processor features that a virtual machine can use. This improves the virtual machine's compatibility with different processor versions and older guest operating systems. Select the scenarios you want to enable:
Image: Integration Services All services offered	Image: Migrate to a physical computer with a different processor version Image: Run an older operating system, such as Windows NT
 Snapshot File Location D:\Applications\ Automatic Start Action Restart if previously running 	▲ Some settings cannot be modified because the virtual machine was running when this window was opened. To modify a setting that is unavailable, shut down the virtual machine and then reopen this window.
Automatic Stop Action Save	QK <u>Cancel</u> Apply

Figure 2-16: Processor Settings

- **27.** In the Hardware tree, select **Processor**.
- **28.** Configure the following parameters:
 - Set 'Number of logical processors' according to the following table:

HW Platform	Number of Logical Processors
ES	1
EO	2
Intel Celeron 800 MHz Processor	1

- Set 'Virtual machine reserve' to **50**.
- Set 'Virtual machine limit' to **100**.
- 29. Click OK.

30. In the Management tree, select the **Automatic Start Action Always start** option; the Automatic Start Action screen opens.

* Hardware	Automatic Start Action
★ Hardware ▲ Add Hardware BLOS Boot from CD ■ Memory 512 MB ■ Processor 1 Virtual processor ■ IDE Controller 0 ■ Hard Drive SPS_V2_4.vhd ■ IDE Controller 1 ● DVD Drive None S SCSI Controller ■ Network Adapter Local Area Connection - Virtual Net ♥ COM 1 None ■ COM 2	Automatic Start Action What do you want this virtual machine to do when the physical computer starts? Nothing Automatically start if it was running when the service stopped Aways start this virtual machine automatically Automatic start delay Specify a startup delay to reduce resource contention between virtual machines. Startup delay:
None	
Ranagement Image: Name SP5 SP5 Integration Services All services offered Snapshot File Location C:\ProgramData\Microsoft\Windo Image: Automatic Start Action Always start Image: Automatic Stop Action Save	
	OK Cancel Apply

Figure 2-17: Automatic Start Action

- **31.** Select the Always Start this virtual machine automatically option.
- **32.** In the 'Startup delay' field, enter **20** seconds.
- **33.** Click **Apply**, and then click **OK**.
- 34. Start the Fax server Auto Attendant IVR virtual server.

2.3 Obtaining the IP Address of the Virtual Machine

The procedure below shows how to determine the IP address of the newly created Fax AA IVR virtual machine. After obtaining it, you can connect directly to the virtual machine via the remote desktop, and then perform the Fax AA IVR installation.

- > To determine the IP address of the Fax AA IVR virtual machine:
- 1. In the Hyper-V Manager, in the **Virtual Machines** table, right-click the newly created **Fax AA IVR** virtual machine entry.
- 2. From the shortcut menu, choose **Connect**.

Hyper-V Manager							Actions
WIN-4KQ47M35GEF	Virtual Machines	,		,			WIN-4K047M35GEE
	Name A	State	CPU Usage	Assigned Memory	Memory Demand	Me	New
		r rianning	1.46	Connect			S Import Virtual Machine
				Settings			Hyper-V Settings
				Turn Off			Virtual Network Manager
				Shut Down			
				Save	_		Za Euk Disk
				Pause			
							Stop Service
				Snapshot	_		X Remove Server
				Rename	_		😱 Refresh
	4			Help			View 🕨
	Constate						New Window from Here
	Snapsnots					9	🕜 Help
		The selected virtu	al machine has no	snapshots.			Fax Server Auto Attendant IVR 🔷
							onnect
							Settings
							Turn Off
							Shut Down
							Save
							Pause
							Reset
							anapshot
							Rename
							V Help
	Fax Server Auto Attendant I	¥R					
	Freated 1	2/25/2013 1:21:21	PM He	artheat: N	o Contact		
	Notes: N	one	As	signed Memory: 2	048 MB		

Figure 2-18: Hyper-V Manager – Fax AA IVR

The Fax AA IVR on the Local Host screen opens.

Figure 2-19: Fax AA IVR on localhost



3. In the Actions bar (upper left corner), click the **Ctrl+Alt+Del** button; the Administrator Login screen opens.



Figure 2-20: Administrator Login

4. In the 'Password' field, enter "Pass123", and then click the arrow button; the Windows Main Screen opens.





5. Click Start > Run; the Run dialog opens.

Figure 2-22: Run



6. In the 'Open' field, enter cmd, and then click OK; the Administrator screen opens.

Figure 2-23: Administrator



7. At the DOS prompt, enter *ipconfig*, and then press **Enter**; the IP address appears on the screen:

Figure 2-24: IP Config

a Administrator: C:\windows\system32\cmd.exe	_ 🗆 ×
C:\Users\Administrator>ipconfig	<u> </u>
Windows IP Configuration	
Ethernet adapter Local Area Connection:	
Connection-specific DNS Suffix .: corp.audiocodes.com Link-local IPv6 Address : fe80::6406:5a42:ce82:7b88%12 IPv4 Address : 10.13.22.18 Subnet Mask : 255.255.0.0 Default Gateway : 10.13.0.1	
Tunnel adapter isatap.corp.audiocodes.com:	
Media State Media disconnected Connection-specific DNS Suffix . : corp.audiocodes.com	
Tunnel adapter Local Area Connection* 11:	
Media State Media disconnected Connection-specific DNS Suffix . :	
C:\Users\Administrator>_	-

8. Note this IP address to use when connecting to the Fax AA IVR virtual machine via the Remote Desktop as a local administrator when installing the Fax AA IVR application (see Chapter 3 on page 33).

3 Installing the Fax Server

The procedure below shows how to install the Fax server. The following describes the sequence of actions required to perform this procedure:

- 1. Installing the Fax server (see Section 3.1 on page 33)
- 2. Setting up the Gateway with Fax Detection (see Section 3.2 on page 43)
- 3. Configuring the Fax server's Ports (see Section 3.3 on page 46)
- 4. Configuring LDAP settings (see Section 3.4 on page 46)
- 5. Activating Fax server license (see Section 3.5 on page 47)
- 6. Setting the Neevia license (see Section 3.6 on page 48)

3.1 Installing the Fax Server

The procedure below shows how to install the Fax server. Perform the installation with a user who has Administrator permissions on the local server.

- To install the Fax server:
- 1. Run fax_att_setup located in C:\Fax_Att_Setup; the setup screen opens:

Figure 3-1: Setup - Fax Server / Auto Attendant IVR





Note: In case you wish to also install the IVR, see the IVR pre-requirements in Section 4 on page 53.

2. Select the 'Fax Server' check box, and then click **Run** to continue; the following screen appears:

Figure 3-2: Setup - Fax Server Installation

🥭 Fax Auto Attendat Setup	o (Version 2.0.12)	<u>- I X</u>
C audiocodes	Installing Core (2/2) Please Wait	
Installing C Running process : "AUD Running process : "AUD	Ore C_APP_infrastructure_setup.exe /Silent" C_APP_web_admin_setup_2.2.11.38018.exe /Silent"	
	📅 Setup - Fax IVR Application Web Admin	×
	Installing Please wait while Setup installs Fax IVR Application Web Admin on your computer. Extracting files C:\F2MAdmin\F2E\AudioCodes_files\utils\IVR\diagram\icons\PNG\Connect.png	
2 Create	a new level Windows upor. The installation requires a uporname and p	aaawara

 Create a new local Windows user. The installation requires a username and password in order to create a new local Windows user that will be used to assign specific credentials for Fax server's services (The created user will be a member of the local administrators group).

A domain user can be used as well – the domain user must have local administrators credentials. A Domain user is needed in case the Send the Fax to Printer option is used.

Figure 3-3: Installing Core

<i>4</i> 7	Fax Auto Attendat Setup	(Versio
C audiocodes	Current installed versio	n : 2.5.14
		ise wait
Note : To reinstall application run Core installation complete	this setup with -ReInstall ed	
Installing Fax	Server	
Installing Commetrex		
Service Windows Account For	🗕 🗖 🗙	
Windows User For Fax	Server Services	
Domain	all	
User Name fax	all	
Password		
Confirm Password		
ОК	Create	
	all	

4. When the installation completes, the following screen appears:

Figure 3-4: Installation Progress

A Fax Auto Attendat Setup (Version 2.5.11)	-		×
Current installed version : 2.5.11			
пятанінд іман то ғах			^
Mail To Fax already installed			
Installing Fax Server			
Application Fax already installed			
Note : To reinstall application run this setup with -ReInstall			
Create Windows User for Fax Services			
Change logon detailed for service Neevia (DcStrat)			
Change logon detailed for service F2M			
Change logon detailed for service F2MW			
Change logon detailed for service Fax_Reciver			
In order to finalize the installation please restart the computer			
For Windows 2016 need to set DcStart service Log On password manualy - op	ben Do	Start	- 14
service go to Log On tab and set the password of the user you created for the	e fax		
application via the wizard. (follow the Installation Guide Instructions for more	detail	es)	
Click <u>here</u> to open Services			
Recommended: Configure Neevia before restarting (follow the Installation Gu	ide		
instructions)			
Click here to open Neevia			
Click <u>Here</u> to open neevia			
Click <u>here</u> to exit and restart the computer			
** FINISH **			\sim

Notes:

- For Windows 2016, set the DcStart service password manually.
- It is recommended to configure the Neevia Document Converter *before* restarting the computer.
- If you click to exit and restart, then you should re-open Neevia with the application's icon on the desktop.
- 5. For Windows 2016 Only:

Open Services dialog and open the DcStart service and select the Log On tab.
Services								_	
File Action View	Help								
• • 📰 🖾 🕻	🗟 📑 🛛 📰 📄 🕨 💷 🕪								
Services (Local)	Services (Local)								
	DcStart	Name	Description	Status	Startup T	ype	Log On As		
	Stop the service	🧠 Fax_Receiver 🍓 Fax To Mail Watchdog	Fax to mail	Running Running	Automat Automat	ic ic	.∖fax4 .∖fax4		
	The service	Fax To Mail	Fax To Mail	Running	Automat	ic	.\fax4		
		WinHTTP Web Proxy Auto	WinHTTP i	Running	Automat Manual	IC	.\tax4 Local Service		
		DcStart Properties (Local Computer)			×	Frig	Local Service Local Service		
		General Log On Recovery Depen	dencies				Local Service		
		Log on as:				с (Т с (Т	Local Service		
		O Local System account				Frig	Local Service		
		Allow service to interact with de	sktop				Local Service		
		This account: .Vax4		Browse	в	Fria	Local Service		
		Password: ••••••	•••••			-	Local Service		
		Confirm password:	•••••	7			Local Service		
							Local Service		
						Frig	Local Service		
							Local Service		
						с (Т	Local Service		
	Extended (Standard /	-							_

Figure 3-5: Service (Local)

- 6. Enter the password of the user created for the fax service user via the wizard in step 3 and click **OK**.
- 7. Click the here link to open Neevia.

Notes:



- By default the Neevia Converter supports 'pdf', 'txt' and 'html' files. If you need to add support for other file types, then you have to install the required compatible software, e.g. Microsoft Word for .docx file, Microsoft Excel for .xlsx file etc. Use the *Auto-Detect Installed Parsers* button to enable parsers.
- In case you have installed Microsoft Office 2013 or Office 2016 (Word, Excel, PowerPoint), follow the instructions detailed on page 77.
- The installation of Microsoft Office should be performed by the local administrator user.

- To change output settings:
- 1. In Neevia Converter Pro, click the Settings tab.

Figure 3-6: Neevia Document Converter Pro - Settings - Folders...

👯 Neevia Docume	ent Converter Pro				
Converter View	Settings Help				
	🦲 Folders				
Files in queue:	🖻 Email watcher				
	X Advanced Settings				
[3:44:14PM] DC Pro version: 6.5 [3:44:14PM] Computer Name: KAIRAT-PC [3:44:14PM] Computer Name: KAIRAT-PC [3:44:14PM] Is Admin: True [3:44:14PM] Debug Mode enabled: False [3:44:14PM] Debug Mode enabled: False [3:44:14PM] Debug Mode enabled: False [3:44:14PM] Duput folders: [3:44:14PM] C: Yrogram Files \neevia.com\docConverterPro\DEF_FOLDERS\IN\ [3:44:14PM] C: Yrogram Files \neevia.com\docConverterPro\DEF_FOLDERS\IN\ [3:44:14PM] C: W2F\converter \in\					
Main log / Error log /					
di 🔁 🔁					
Started Tim	e: 3:44:20 PM Total threads: 0 Converted docs: 0				

2. From the menu choose the **Folders...**option.

Figure 3-7: Neevia Document Converter Pro - Input Folder

Input Folder(s)	×
Folder to scan	Output format
C:\Program Files (x86)\neevia.com\docConverterPro\DEF_FOLDERS\IN\	TIFF
合 Add Folder 🔰 Edit Settings	
V Additionaci 📷 Europeanigo	

3. Double-click the folder displayed; the Edit Input Folder Settings screen is displayed.

Edit Input Folder Settings	×
General Settings Scripting Document Parsers File Associations Advanced Settings	
Folder to scan:	
C:\Program Files (x86)\neevia.com\docConverterPro\DEF_FOLDERS\IN\ ,,,	
✓ Process Subfolders	
Destination (Output) folder:	
C:\Program Files (x86)\neevia.com\docConverterPro\DEF_FOLDERS\OUT_TEMP\	
Copy "Folder to scan" structure 🗌 Keep original file extension in the output file name	
Error folder:	
C:\Program Files (x86)\neevia.com\docConverterPro\DEF_FOLDERS\ERROR\	
, ✓ Copy "Folder to scan" structure	
Ender for original files:	
C:\Program Files (x86)\neevia.com\docConverterPro\DEF_FOLDERS\ORIG\	
Copy "Folder to scan" structure	
Output Eormat: TIFF Output Settings Watermark / Stationery	
Use Printer: Neevia Converter	
Import Export 🗸 Cance	el

Figure 3-8: Neevia Document Converter Pro - Edit

4. Click the **Import...** button.

Figure 3-9: Neevia Document Converter Pro - Import Configuration File

Please select	the configuration	file to import			×
Look in:	🔒 install		🔹 😳 💋 💌	•	
Recent Places	Name Mame Mame Mame Manual		Date modified //12/2014 3:39 PM 1/16/2014 11:22	Type CFG File CFG File	v
Computer Computer Network	4				Þ
	File name:	1	•	Op	en
	Files of type:	Configuration files (*.cfg)	•	Car	ncel

- 5. Navigate to the path of the configuration files directory C:\F2MAdmin\install.
- 6. Select the 'Import_1.cfg' check box, and then click **Open**.
- 7. Click Apply.
- 8. In the Input Folder(s) screen, click Add Folder.
- 9. Click Import.
- **10.** Select the 'Import_2.cfg' check box, and then click **Open**.
- **11.** Click **Apply**.

To restart the computer:

- 1. Click the <u>here</u> link to exit and restart the computer.
- 2. After the computer restarts, open Remote Desktop Connection, and then connect to the server. The server will run a short script to finalize the installation.



Note: Do not stop this script.

Figure 3-10: Restart Services

🔤 C:\Windows\system32\cmd.exe	×
C:\Windows\system32>"C:\Program Files (x86)\Commetrex\otf\bin\otf_set_ip.exe" cureent user is Administrator Host Name = W2008R2-ERAN	<u> </u>
***** WARNING **** Detect more then one IP	
1 fe80::a50d:5188:24dc:a39b%12 2 10.21.10.7	
Get IP Address 10.21.10.7	
Start Service "BladeWare" . service status is now Running.	
Wait for service running The "BladeWare" service status is now set to Running. Run process : "AddProfile -f sip_rsm_profile_cti2.cfg sip_profile config" Lexer: EOF found. KvsParserrestart. yyterminate. Updating the existing profile. Lexer: EOF found. KvsParserrestart. yyterminate. Exit.	
Restart services .	
Stop service "BladeWare" service status is now Running.	
Wait for service stoped The "BladeWare" service status is now set to Stopped.	
Stop service "Fax_Receiver" service status is now Stopped.	
Wait for service stoped The "Fax_Receiver" service status is now set to Stopped.	
Start Service "BladeWare" . service status is now Stopped.	
Wait for service running	
	-

- 3. Log out and re-log in with the local user that was created for the fax service during the installation. If Microsoft Office is installed, you need to open all Microsoft Office applications once to verify that the fax user can open all the installed Office applications.
- Open the web browser <u>http://Server_IP:8090</u>. If you cannot connect, try to connect to Port 9431.



Note: You must use a browser that supports HTML 5 (Internet Explorer 10 or higher).

23 App	plication Web Administrati		
← →	C 10.21.3.76:9431		
0	Coudiocodes A	pplication Web Administration	
		Welcome to the	
		Application Web Administration	
		Username:	_
		Password:	
		Login	

Figure 3-11: Welcome to the Application Web Administration

5. The installation is now complete. You're directed to the Fax Server Web Admin, at port **8090**.



Note: The Fax server uses port 8090 while the standard port 80 is used by another application that is installed on the same server.

 Enter Username (Default = Admin) and Password (Default = Admin) and click Login; the Welcome screen is displayed:

Figure 3-12: Fax Server Web Administration - Welcome

Welcome To Application Web Administration

SMTP Server	10.13.2.20	
SMTP Port	25	
SMTP Use Default Credentials		
SMTP Enable SSL		
SMTP User Name		
SMTP Password		
Default Email		
From Email Address		
Default SIP Gateway IP	1.1.1.1	
Default Gateway Port		
Fax ID		
Max Fax Recipients	10	
Add Cover Page		
Archive		

7. Configure the parameters using the descriptions in Table 3-1 as reference.

Table 3-1: Welcome Settings

Parameter	Description
SMTP Server	Enter the IP of the SMTP server.
	The system uses the external mail (SMTP) server for sending mail, therefore you need to assign mail server properties.
SMTP Port	Enter the port number of the SMTP.
SMTP Use Default Credentials	Gets or sets a Boolean value that controls whether the Default Credentials are sent with requests.
SMTP Enable SSL	Specify whether the SmtpClient uses Secure Sockets Layer (SSL) to encrypt the connection.
SMTP User Name	SMTP server credential user name.
	This field is optional. It is required if the external mail (SMTP) server requires user credentials.
SMTP Password	SMTP server credential password.
	This field is optional. It is required if the external mail (SMTP) server requires user credentials
Default Email	When faxes are received, the system checks for the DN number either in the internal table or via the LDAP request. If the email of an incoming fax number is not configured – the fax will be sent to the default email address.
From Email Address	The From Email address of the sent email.
Default SIP Gateway IP	This is the IP address of the VoIP gateway. The system will send faxes to this gateway according to the outgoing rules.
Fax ID	The fax ID that the fax sender will see on his fax machine as the fax number destination.
Max Fax Recipients	Maximum number of fax recipients in which to send.
Add Cover Page	Check the Add Cover Page box to add default cover page template to the fax
Archive	Check the Archive box to make the system archiving the outgoing and incoming faxes

- 8. Click Submit.
- 9. To activate the Fax server license, see Section 3.5.
- **10.** Configure your computer as follows:
 - a. Open Control Panel > Devices and Printers.
 - b. Right-click Neevia Converter and choose Printer Properties.
 - **c.** Click the **Advanced** tab and clear 'Enable advanced printing features' and 'Neevia ShellPrintPDF'.
 - d. Set the Neevia printer as the default printer.
 - e. Restart the computer.
- **11.** The installation is now complete. You can now log in to the system. Refer to the *Fax Server and Auto Attendant IVR Administrator's Guide* for detailed information.



Note: It is mandatory to configure fields 'SMTP Server' and 'Default Email'. If these fields are left un-configured, the Fax Server service will not start. See Appendix A on page 65 for instructions on how to configure the Exchange SMTP Connector.

3.2 Setting up Fax Detection on AudioCodes' Gateway

The procedure below show how to set up the AudioCodes Gateway with Fax Detection and Fax Reroute.

3.2.1 How Fax Detection and Fax Reroute Work

The Fax Detection and Fax Reroute mechanisms operate as described in the event sequence below:

- 1. The Skype for Business or enterprise IP PBX receives a new call which is routed to a specific user according to its destination number.
- 2. The user picks up the phone as a regular call or the call is transferred to the user's VOICEMAIL system when the user is unavailable.
- **3.** The called party starts a fax transmission (i.e., plays the CNG tones).
- 4. The AudioCodes gateway monitors the call and when a fax is detected, it redirects the call to the Fax server with the user's extension number. The call at the user's side is disconnected at this stage.
- 5. The Fax server receives the new fax call with the user extension number and starts the fax receiving.

3.2.2 Configuring Fax Detection and Fax Reroute

The procedure below shows how to configure Fax Detection and Fax Reroute.



Note: This procedure applies to the Mediant 1000 Gateway and E-SBC and the Mediant 800 Gateway and E-SBC version 6.2 and later.

> To configure Fax Detection and Fax Reroute:

- **1.** Access the gateway's Web interface.
- 2. Select Full mode to see all available options.
- Under the Configuration tab, access VoIP > SIP Definitions > General Parameters > Fax Signaling Method, and then select T.38 Relay.
- 4. Under the Configuration tab, access VoIP > SIP Definitions > Advanced Parameters > Enable Fax Re-Routing, and then select Enable.
- 5. Under the Configuration tab, access VoIP > Media > Fax/Modem/CID Settings > CNG Detector Mode, and then select Events Only.

Caudiocodes

 Configure the coders: Under the Configuration tab, access VoIP > Coders and Profiles > Coders; the following screen is displayed:

Code	ers Table							
I	Codor Namo		Packotizai	ion Timo	D	ata	Davies d Type	Silance Suppression
	Coder Name		Facketiza	uon nime	R.	ale	Fayload Type	Silence Suppression
	G.711A-law	-	20	•	64	•	8	Disabled 💌
	G.711U-law	•	20	•	64	•	0	Disabled 💌
		•		•		•		
		•		•		•		





Note: Use voice coders only. Do not add T.38 in the Coders Table.

- 7. Under the Configuration tab, access VoIP > GW and IP to IP > Routing >Tel to IP Routing, and then define a new rule as follows:
 - a. Tel to IP Routing Mode = Route calls before manipulation
 - **b.** Dest. Phone Prefix = FAX
 - **c.** Source Phone Prefix = *
 - d. Dest. IP Address = the IP address of the Fax server.
 - e. Port = 5060 (the port number of the Fax server application).

Figure 3-14: Outbound IP Routing Table

0	utbu	Junu IP Routing Ta	DIE												
			r										A	dvan ced ParameterList •	Ŧ
				•							_				
				Routing	Index		1-10	1-10 💌							
				Tel To I	P Routing Mode		Route c	alls before man	ipulation 💌						
	S	rc. Hunt Group ID	Dest. Phone	e Prefix	Source Phone Prefix	->	Dest. IP Address	Port	Transport Type	Dest. IP Group	ID [Dest. SRD	IP Profile ID	Cost Group ID	
:	1	1	FAX		*		10.21.3.76	5060	UDP 💌	-1		-1	0	None 💌	
2	2	1	*		*		10.62.0.42	5060	UDP 💌	-1] [-1	0	None 💌	
3	3								Not Configured 💌	-1] [None 💌	



Notes: (Refer to the figure above)

- All fax and voice calls arrive from Hunt Group 1 (Trunk Group 1).
- The first line is for routing the fax to the Fax server.
- The second line is for routing all other calls to the Skype for Business or IP-PBX system.
- Under the Configuration menu, access VoIP > GW and IP to IP > Manipulations > Dest Number Tel > IP, and then add a new rule as follows:
 - On the Rule tab:
 - Destination Prefix = FAX
 - Source Prefix = *
 - Source Trunk Group = assign the source trunk or IP group number

Figure 3-15: Adding a Rule

Rule Action	
Index	1
Destination Prefix	FAX
Source Prefix	ź
Source Trunk Group	1
Source IP Group	-1
Destination IP Group	-1
	Submit × Cancel

- On the Action tab:
 - **Stripped Digits From Left** = assign the stripped number according to your dial plan.
- 9. The minimum number is **3**, as you must strip the 'FAX' prefix first.

Figure 3-16: Adding a Rule - Action

Rule Action	
Index	1
Stripped Digits From Left	3
Stripped Digits From Right	0
Number of Digits to Leave	255
Prefix to Add	
Suffix to Add	
TON	Not Configured
NPI	Not Configured
Presentation	Not Configured
	Submit × Cancel

3.2.2.1 Fax Call Flow Sample

Original Call CLI – 031234567 DN – 039764001 Call destination IP Address - <IP address of the IP-PBX> After Fax Detection CLI – 031234567 DN – FAX039764001 After Number Manipulation CLI – 031234567 DN – 4001 (Stripped Digits From Left = 8) Call destination IP Address - <IP address of the Fax server application>

3.3 Configuring the Fax Server's Ports

The Fax server installation sets several ports to default values, in order to enable the correct the operation of the Fax server application. The table below details these ports.

Port used for	Description	Port #
Management	Enables Fax server management using the Web interface	8090
SMTP	Enables connection to the SMTP server	25
LDAP	Enables connection to the Active Directory	389
VOIP	SIP	5060
RTP	VoIP Media Ports	Configurable Default: 49000-59000

Table 3-2: Configuring Fax Server Ports

3.4 Configuring LDAP Settings

The Fax server uses the enterprise's Active Directory records to determine the owner of an incoming fax. The Fax server queries the enterprise's Active Directory using LDAP (Lightweight Directory Access Protocol).

See the *Fax Server Administrator's Guide* for instructions on how to configure the Fax Server application with the enterprise's Active Directory.

3.5 Activating the Fax Server License

When the Fax server application is supplied preinstalled on the AudioCodes Gateway, the Fax server license is already activated.

When the Fax server application is installed on the customer's server, the license can be activated only after the application is installed. To obtain a permanent license, the Fax server system ID must be provided. The Fax server system ID is the Client to Vendor (*.c2v) file.

Notes:



License Activation

- The Fax server license is associated with the installed system's serial number. An installed and licensed Fax server system must not be cloned to a different Virtual Machine instance. Doing so will disable the Fax server license.
- The Fax server application is activated with a temporary license for a period of 90 days for two fax ports immediately after the installation. The temporary license can be activated only once and it useful for evaluation purposes or for using the system until the permanent license is activated.

> To activate the Fax Server permanent license:

 In the Web interface, access the License Activation page (Configuration menu > License > License Activation):

Figure 3-17: Web Interface - License Activation

```
Changes required Fax Server restart.

Step 1:Download Client to Vendor file
Click here to download Client to Vendor - use it in step 2

Step 2:Get Vendor to Client file
Ask you vendor to provide you a "vendor to client(v2c)" file by sending him your "client to vendor(c2v)" file you download in step 1.

Step 3:Activate License
Enter the file name and location in the Upload License File field or click the Browse button to locate and select the license file. Then click the Submit button. The new license will be verified and
saved in the system database.

Choose File No file chosen
```

- 2. If you already have the new license file (Vendor to Client *.v2c), skip to Step 5.
- 3. If not, then in the License Activation page shown above, under **Step 1**, click the <u>here</u> link and then save the **Client to Vendor** file to your PC.
- Send the .C2V file with the AudioCodes Sales order number (SO) to the following e-mail address: <u>SPS_License@audiocodes.com</u>. In case you don't have the AudioCodes SO, please obtain it from the channel partner or local distributor that submitted this order with AudioCodes.

AudioCodes will generate a valid license according to your order and will send it to you via an e-mail reply. The license is a **Vendor to Client** (*.V2C*) file.

- 5. When you receive a valid Fax server License Key (Vendor to Client file) from AudioCodes:
 - a. Access the License Activation page.
 - **b.** Load the **Vendor to Client** file that you received from AudioCodes.
- 6. Click Submit.
- 7. Restart the Fax server; the license is activated.

3.6 Setting the Neevia License

After activating the Fax server license, you need to set the Neevia license manually.

- To set the Neevia license manually:
- 1. Obtain the key from the FAX License Information screen:

Figure 3-18: FAX License Information – Getting the Key

Status		License Inform
Configuration Management & Diagnostics	FAX License In	formation
	Max Fax In Users	1000
<u> </u>	Max Fax In Ports	8
⊕	Max Fax Out Ports	8
Billicense	Max Fax Out Users	1000
License Information	Fax Converter license kex	
License Activation	Expiration date	01/01/2030
Network Settings	Days Left	5818
Fax Backup	Туре	expiration
	Attendant License	e Information
	License version	1
	Number of ports	10
	ACD	10

2. Open the Neevia Document Converter Pro, and then click Help > About.

Figure 3-19: Neevia Document Converter Pro - Help - About

About Document Converter Pro	×			
Neevia Document Converter Pro v6.5 http://neevia.com/dcpro	ОК			
© 1999-2013 Neevia Technology. All rights reserved	<u>R</u> egister			
Evaluation version				
Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties.				

3. Click Register.

Figure 3-20: Neevia Document Converter Pro - Register

Register Neevia Document Converter Pro 🛛 🛛
User Name:
Company Name:
Serial Number:
Register

4. Define the Register parameters. Use the table below as reference.

Table 3-3: Neevia Document Converter Pro - Register

Parameter	Description
User Name	AudioCodes
Company Name	The company
Serial Number	Copy from the web page

5. Restart the 'Fax Converter' service and 'Email To Fax' service.

Figure 3-21: Restarting 'Fax Converter' and 'Email To Fax' Services

n	Confirmation Management Status			Syste	em Status	_	
	Configuration Management & Diagnostics	Service	Status	Up Time	Handles	Threads	ľ
-	0	Fax To Email	Running 🧿 🛞	6 days, 21:56:11	327	15	
	⊕ 🛄 Logs ♥ 🔲 Call Logs	Email To Fax	Running 🧿 🚱	5 days, 00:20:29	386	15	Ī
	System Status	System Watchdog	Running 🛞	7 days, 01:27:53	564	16	Ī
,	⊕ Test	Fax Server	Running 🧿 🚱	13 days, 21:50:56	256	12	Ī
		Fax Engine	Running 👩 🚱	13 days, 21:52:30	142	8	Ī
		Fax Converter	Running 👩 🚱	5 days, 18:58:49	86	8	Ī
		Mail Server	Running 🔁 🚱	13 days, 22:47:00	383	58	Ī
		IVR	Running 👩 🛞	00:16:57	785	35	Ī
		Mail Server	Running 💽 🚱	13 days, 22:47:00 00:16:57	383 785	58	

3.7 Backing Up and Restoring Configuration Settings

The Fax server provides an easy and quick way to back up and restore your configurations. It's recommended to back up the configuration before making any major changes.

The backup mechanism backs up all your system settings including architecture, users, administrators, configuration, and LDAP configuration.

See also the Fax Server Administrator's Guide.

3.8 Changing Fax Server E-mail Customization

The Fax server application allows you to customize the e-mails that are sent to users. For example, you can customize the subject of the e-mail, Body message, etc. For more information, refer to the *Fax Server Administrator's Guide*.

3.9 Changing the Server IP Address

If the Fax server IP address changes, you need to run a script that updates the Fax server with the new IP address.

- To change the Fax server's IP address:
- 1. Change the Fax server's IP address.
- 2. Go to C:\Program Files (x86)\Commetrex\otf\bin
- 3. Run otf_set_ip.
- 4. Open Start > Administrative Tools > Services.
- 5. Start the **BladWare** service and the **Fax_Receiver** service.



Note: The Fax server must not have more than one IP address.

3.10 Disabling the Windows Firewall and Anti-Virus

After you add the Fax server to the company domain, Windows automatically enables the server domain network Firewall; you must then consequently disable it.

- > To disable the Windows Firewall and Anti-Virus:
- 1. Open the Windows Firewall, go to Domain networks and then select the Turn Windows Firewall on or off link to disable the firewall (as shown in the figure below).

Figure 3-22: Windows Firewall

🔹 Windows Firewall				
🌀 🕞 🖝 • Control Panel • System and Security • Windows Firewall 🔹 🔯 Search Control Panel 😢				
Control P	anel Home	Help protect your computer with Windows Fire	wali	
Allow a p through \	rogram or feature Windows Firewall	Windows Firewall can help prevent hackers or malicious Internet or a network.	s software from gaining access to your computer through the	
🤫 Change r	notification settings	How does a firewall help protect my computer?		
🤫 Turn Win	dows Firewall on or off	what are network locations?		
💡 Restore o	defaults	Update your Firewall settings		
😗 Advance	d settings	Windows Firewall is not using the recommended settings to protect your computer.	😌 Use recommended settings	
Troublest	noot my network	What are the recommended settings?		
		Domain networks	Connected	
		Networks at a workplace that are attached to a doma		
		Windows Firewall state:	On	
		Incoming connections:	Block all connections to programs that are not on the list of allowed programs	
		Active domain networks:	Lync.local	
		Notification state:	Do not notify me when Windows Firewall blocks a new program	
See also		lome or work (private) networks	Not Connected 💌	
Action Ce	enter	Public networks	Not Connected	
Network	and Sharing Center			

- 2. Do the following:
 - Windows Updates:
 - Disable to prevent unknown side effects to the Fax/IVR application (recommended). AudioCodes only certifies major Service Pack updates.
 - Anti-Virus Software:
 - No anti-virus software is included with the Fax/IVR.
 - No specific anti-virus software is tested or certified with Fax/IVR.
 - Windows Defender:
 - Disable the Windows Defender.



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4 Installing Auto Attendant IVR

This chapter describes how to install the AA IVR application.

4.1 Before Installing Auto Attendant IVR

Before installing the AA IVR server, do the following:

- Verify that all prerequisites have been enabled. See Section 2.
- Verify that the AA IVR server was joined to the domain for deployments other than Skype for Business and Lync Server, its optional to join the AA IVR server to the domain.
- Copy the Skype for Business or Lync Server (in the case of Lync 2013 Server) installation DVD to the AA IVR server – only for Skype for Business/Lync Server 2013 IVR deployments.
- > To perform the Skype for Business\Lync AA IVR setup:



Note: Skip the first two steps below for **Non-Lync/Non-Skype** (standalone IVR) installation.

- 1. Perform the installation of the Skype for Business Local Storage using a domain user with Skype for Business management credentials. This is required for the purpose of the installation only. See Appendix B for instructions on how to install Skype for Business Local Storage.
- After the IVR is installed, it needs to be added as a Trusted application towards the SBA/Skype for Business FE and need to add a record to the DNS – a popup message with the required record will be displayed when running the activation script.

To perform these operations from the AA IVR server, you need to log into the AA IVR server with a user who has the required permissions on the Skype for Business server, in addition to permissions to perform the following operations:

• Enable access to the Certificate Authority (during the activation you will be prompted for the Certificate).

Check that you can obtain a domain user with the correct credentials – if this is not possible there is a way to perform this operation manually or part of it manually (certificate) see below.

The configuration of the DNS server to add the AA (Address Answer) record should be performed by the qualified IT person.



Note: AudioCodes provides a script that automatically adds the AA IVR as a trusted application. To run this script, you need all the necessary permissions as specified above.

4.2 Auto Attendant IVR Installation

The procedure below shows how to install the AA IVR on Skype for Business.

- > To install AA IVR:
- 1. Run fax_att_setup located in C:\Fax_Att_Setup.

	Figure 4-1: Setup - AA IVR	
Alter del Colum	(Universities 2.0.10)	

Current installed version : 2.0.18	
Select the application(s) you wish to in	stall
Fax Server Auto Attendant IVR]
C Lync 2013 C Lync 2010 C Skype for business C None	
<u>Niew Status</u>	

Select the 'Auto Attendant IVR' option, select your Lync environment version (Lync 2013, Lync 2010 or Skype for Business) version, and then click **Run** to continue the installation; the following screen is displayed:



Note: Click the **None** option for a standalone (i.e. non-Lync environment) AA IVR installation.



Figure 4-2: Auto Attendant IVR Installation Progress



Note: If the Fax server is already installed, it's unnecessary to select the option again. Clearing this option will not uninstall an installed service.

The IVR setup will run manually because user interaction is required to perform specific configuration actions.



Figure 4-3: Welcome to IVR Setup

3. Click **Next**; the Select Destination Location screen is displayed:

Figure 4-4: Select Destination Location

🔁 Setup - IVR 📃 🗔 🗙
Select Destination Location Where should IVR be installed?
Setup will install IVR into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files\Audiocodes\IVR Browse
At least 20.9 MB of free disk space is required.
< Back Next > Cancel

4. Click Next; the Select Start Menu Folder is displayed:

Figure 4-5: Select Start Menu

Setup - IVR	
Select Start Menu Folder Where should Setup place the program's shortcuts?	
Setup will create the program's shortcuts in the following Start	Menu folder.
To continue, click Next. If you would like to select a different folder, clic	k Browse.
Audiocodes\IVR	Browse
< Back Next >	Cancel

5. Click **Next**; the Ready to Install screen is displayed:

Figure 4-6: Ready to Install

💦 Setup - IVR	
Ready to Install Setup is now ready to begin installing IVR on your computer.	
Click Install to continue with the installation, or click Back if you want to review or change any settings.	r
Destination location: C:\Program Files\Audiocodes\IVR	*
Start Menu folder: Audiocodes\IVR	
	_
<u> </u>	۲ ۲
< <u>B</u> ack	Cancel

6. Click **Install**; the IVR AA is installed. A confirmation screen is displayed when the installation procedure has completed.

🏠 Setup - IVR	
	Completing the IVR Setup Wizard
	Setup has finished installing IVR on your computer. The application may be launched by selecting the installed icons.
	Click Finish to exit Setup.
	Activate IVR on Lync server
	Einish

Figure 4-7: Completing IVR Setup

7. Select the 'Activate IVR on Lync server' check box, and then click Finish.



Note: For standalone (i.e. non-Lync\Skype installation) AA IVR installation, leave this option unchecked.

- 8. If you wish to perform the activation towards the Skype for Business server automatically (recommended), select the 'IVR Activation' option.
- 9. If you wish to perform the IVR activation manually, refer to the *Manual IVR Activation* document. This document is located at *C:\Program Files\Audiocodes\IVR\PowerShell*.

Notes:



- The activation procedure described in this document is a Microsoft UCMA requirement for creating a trusted UCMA application. The activation procedure is fully described in http://msdn.microsoft.com/enus/library/office/dn466114(v=office.15).aspx.
- The IVR application must be provisioned as an auto-provisioned application as described in <u>http://msdn.microsoft.com/en-</u> us/library/office/dn466123(v=office.15).aspx.
- If you clear the 'Activate IVR on Lync server', you will be able to perform it by opening Start > All Programs > AudioCodes > IVR > Activation > Activate IVR.
- **10.** The screen below shows a system with a single CA in the network. In case there is more than one CA, the script will prompt you to choose which CA to use for the certificate.

11. Select the site for the trusted CA application pool (this is usually one of the **SBA** server sites).

Figure 4-8: Administrator: Windows PowerShell



12. Select the correct FE/SBA on which it is requested to activate the IVR.



Note: In case the IVR runs in the branch, - its recommended to activate towards the branch SBA and not the FE.

13. At the end of this process, the following message may appear.

Figure 4-9: Administrator: Windows PowerShell Message

🔁 Administrator: Windows PowerShell	_ 🗆 ×
Waiting for local replication update 5 seconds (up to 10 minutes) Waiting for local replication update 10 seconds (up to 10 minutes)	
Enable-CsReplica Enable-CsReplica New-CsTrustedApplicationPool New-CsTrustedApplicationPool Update Service Assignments Enable-CsTopology Enable-CsTopology ivr	-1
Waiting for local replication update 60 seconds (up to 10 minutes) Waiting for local replication update 65 seconds (up to 10 minutes) Waiting for local replication update 70 seconds (up to 10 minutes) Waiting for local replication update 75 seconds (up to 10 minutes) Waiting for local replication update 80 seconds (up to 10 minutes) Waiting for local replication update 85 seconds (up to 10 minutes) Waiting for local replication update 90 seconds (up to 10 minutes) Waiting for local replication update 90 seconds (up to 10 minutes) Waiting for local replication update 90 seconds (up to 10 minutes) Waiting for local replication update 90 seconds (up to 10 minutes) Waiting for local replication update 100 seconds (up to 10 minutes) Waiting for local replication update 110 seconds (up to 10 minutes) Waiting for local replication update 110 seconds (up to 10 minutes) Waiting for local replication update 110 seconds (up to 10 minutes) Waiting for local replication update 110 seconds (up to 10 minutes) Waiting for local replication update 110 seconds (up to 10 minutes) Waiting for local replication update 110 seconds (up to 10 minutes) Waiting for local replication update 110 seconds (up to 10 minutes) Replication is up to date Failed to resolve ivr-pool-2013-12.ga-new-ad.local	

Figure 4-10: ivr pool DNS Resolve Error



14. In the event of the above, you need to add the A record to the DNS according to the information below (different DNS per system), add the IVR pool to the DNS, and then click **Retry**.



Figure 4-11: Add IVR Pool to DNS

- **15.** Click **OK**.
- **16.** After the local replication is up-to-date, the following screen is displayed:

Figure 4-12: Local Replication

🔀 Administrator: Windows PowerShell	
Waiting for local replication update 5 seconds (up to 10 minutes) Waiting for local replication update 10 seconds (up to 10 minutes) Waiting for local replication update 15 seconds (up to 10 minutes) Waiting for local replication update 20 seconds (up to 10 minutes) Waiting for local replication update 25 seconds (up to 10 minutes) Waiting for local replication update 30 seconds (up to 10 minutes) Waiting for local replication update 35 seconds (up to 10 minutes) Waiting for local replication update 35 seconds (up to 10 minutes) Waiting for local replication update 40 seconds (up to 10 minutes) Waiting for local replication update 45 seconds (up to 10 minutes) Waiting for local replication update 45 seconds (up to 10 minutes) Waiting for local replication update 45 seconds (up to 10 minutes) Waiting for local replication update 45 seconds (up to 10 minutes) Waiting for local replication update 45 seconds (up to 10 minutes) Waiting for local replication update 45 seconds (up to 10 minutes)	
<pre>ivr application activated successfully You can safely close this windows</pre>	
PS_C:\Program_Files\Audiocodes\IUB>	



Note: The replication can take a very long time depending on the system size and network speed.

17. Close this window.

Figure 4-13: Fax Auto Attendant Setup

AudioCodes Fax	Auto Attendat Setup	- 🗆 X
	ocodes	
Running process	: .\UCMA-4.U\UCmaRuntimeSetup.exe /passive : "\UCMA-4.0\UCmaRuntimeSetup.exe /passive"	
Installing Lync	2013 Windows 2008 R2 Prerequisites	
Installing Pow	ershell 3.0	
Running process	: "Windows6.1-KB2506143-x64.msu /quiet /norestart"	
Enabling Deskt	op Experience	
Running process	: "dism /norestart /online /enable-feature /featurename:DesktopExperience"	
Deployment Imag	ge Servicing and Management tool	
Version: 6.1./600	1.16385	
Enabling feature(s)	
The operation co	mpleted successfully.	
Installing WIF		
Running process	: "Windows6.1-KB974405-x64.msu /quiet /norestart"	
Detecting Lync Se	erver Version	
Name	Version	
Microsoft Lync Se	erver 2013, Core Components 5.0.8308.0	
Installing Auto	Attendant IVR Trial License	
Running process	: "audc_att_hasp.exe -i -cm"	
Installing Audio	ocodes IVR	
Running process	: "IVR-Lync2013-Core-Setup.exe"	
Auto Attendant	IVR installation completed	
In order to fir	nalize the installation please restart the computer	
Click here to	exit and restart the computer	
** FINISH *	*	•

18. Restart the server; the installation is complete.

4.3 Activating the IVR Server License

The IVR server application can't be supplied preinstalled because the installation must be performed **after** joining to a domain.

The license must be activated only after the application is installed. To obtain a permanent license, the IVR Server system ID must be provided. The IVR Server system ID is the Client to Vendor (*.c2v) file.

Note:



- The IVR Server license is associated with the installed system's serial number. An
 installed and licensed IVR Server system must not be cloned to a different Virtual
 Machine instance. Cloning to a different VM will disable the IVR Server license.
- The IVR Server application is activated with a temporary license for a period of 90 days starting immediately after the installation. The temporary license can be activated only once and it useful for evaluation purposes or for using the system until the permanent license is activated.

> To activate the IVR Server license:

 In the Web interface, access the License Activation page (Configuration menu > License > License Activation):

Figure 4-14: Web Interface - License Activation



- 2. In the License Activation page shown above, under Step 1, click the here link and then save the Client to Vendor file to your PC.
- Send the .C2V file with the AudioCodes Sales Order (SO) number to the following email address: <u>SPS_License@audiocodes.com</u>. In case you don't have the AudioCodes SO, please obtain it from the channel partner or local distributor that submitted this order with AudioCodes.
- **4.** AudioCodes will generate a valid license according to your order and will send it to you via an e-mail reply. The license is a **Vendor to Client** (*.V2C*) file.
- 5. When you receive a valid IVR server License Key (Vendor to Client file) from AudioCodes:
 - **a.** Access the License Activation page.
 - b. Load the Vendor to Client file that you received from AudioCodes.
- 6. Click Submit.
- 7. Restart the IVR server; the license is activated.



Note: If IVR and Fax are running on the same server, then you need to perform the license request twice – once for every product – and you must install the **Vendor to Client** file that you received from AudioCodes for the first product before performing the license request for the second product. For example: if you have fax and IVR on same server and you requested an IVR license, then after obtaining the license, you need to load it to the server via the Web and afterwards prepare a another C2V file and send it to AudioCodes for requesting the second request for the Fax license.

4.4 Adding a New Language Pack

The IVR installation includes only the EN-US language pack. To add new language pack, you need to install the required language from the **Microsoft Speech Platform - Runtime Languages**.

To add a new language pack:

- 1. Follow the instructions on Microsoft's website. For Skype for Business refer to http://www.microsoft.com/en-us/download/details.aspx?id=27224.
- To add a language to Auto Attendant IVR you must install both an SR (Speech Recognition) language and a TTS (Text To Speech) language. For example, to add Italian you must install both MSSpeech_SR_it-IT_TELE.msi and MSSpeech_TTS_it-IT_Lucia.msi.



Note:

- The installation does not provide any visual feedback that the installation succeeded.
- You must restart AA IVR after installation.



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A Configuring Exchange SMTP Connector

This appendix shows how to configure the Exchange SMTP Connector for those users who have an Exchange server and who are deploying the Fax server application.

> To configure the Exchange SMTP connector:

1. In the Exchange Management Console, navigate to **Organization Configuration** > **Hub Transport**, and then click the **Send Connectors** tab.

Figure A-1: Exchange Management Console - Send Connectors

acimbx02 - Remote Desktop Connection				
🔀 Exchange Management Console				
File Action View Help				
🗢 🔿 🙍 🖬 📓 🗊				
Microsoft Exchange	🛃 Hub Transport			
Microsoft Exchange On-Premises (aclcas-01.corp.audiocodes.c)	Remote Domains Accepted Domains E-mail Address Polici	es 🛛 Transport Rules 🗍 Journal R	Rules Send Connectors Edge Sub	
A Mailbox	Treate Filter			
Client Access				
👸 Hub Transport	Name 🔺	Status		
👘 Unified Messaging	📑 🛒 email to fax	Enabled		
E Server Configuration	email to fax -(fax.server)	Enabled		

2. Right-click the email to fax entry, and then from the menu, choose Properties > General.

email to fax - (fax.server) Properties
General Address Space Network Source Server
email to fax - (fax.server)
Connector status: Enabled
Modified: Monday, December 09, 2013 5:44:13 PM
Protocol logging level:
Specify the FQDN this connector will provide in response to HELO or EHLO:
(Example:mail.contoso.com)
Maximum message size (KB):
DK Cancel Apply Help

Figure A-2: Email to Fax Properties - General

3. In the 'email to fax – Properties' screen, click the **Address Space** tab, and then specify the address space(s) to which this connector will route mail.

email to fax - (fax.serve	er) Properties	×
General Address Space	Network Source Server	
C	· · · · · · · · · · · · · · · · · · ·	
Specify the address spa	ace(s) to which this connector wi	li route maii:
	Address	Cost
SMTP	fax.server	1
•		
_		
Scoped send conn	ector	
	OK Cancel	Apply Help
		дуру пор

Figure A-3: Email to Fax Properties – Address Space

4. In the 'email to fax – Properties' screen, click the **Network** tab.

Figure A-4: Email to Fax Properties – Network

mail to fax - (fax.server) Properties	×
General Address Space Network Source Server	,
Select how to send mail with this connector:	
$\odot~\underline{U}$ se domain name system (DNS) "MX" records to route mail automatically	
Enable Domain Security (Mutual Auth TLS)	
Route mail through the following smart hosts:	
🛟 A <u>d</u> d 🧪 Edit 🗡	
Smart host	
[10.1.1.16]	
Smart host authentication:	
None Change	
Use the External DNS Lookup settings on the transport server	
OK Cancel Apply Help	

5. Select how to send mail with this connector.

2.

B Installing the Skype for Business Local Storage

The procedure below shows how to install the Skype for Business local storage. Perform this procedure prior to installing the AA IVR (see Chapter 4).

- > To install the Skype for Business Local Storage setup.
- 1. Open the Skype for Business setup DVD/folder, and then run the following: \Setup\amd64\Setup.exe.

📕 I 🕞 🖟 = I	Application Tools			amd64
File Home Shar	re View Manage			
€ · ↑ I.,	This PC → DVD Drive (E:) CD_ROM → Setup → am	d64 🕨		
☆ Favorites	Name	Date modified	Туре	Size
Desktop	🎉 Setup	4/10/2015 2:21 PM	File folder	
Downloads	WindowsFabric	4/10/2015 2:32 PM	File folder	
Recent places	Interop.WindowsInstaller.dll	4/10/2015 8:14 AM	Application extens	56 KB
	Microsoft.Deployment.WindowsInstaller	4/10/2015 8:20 AM	Application extens	192 KB
🌉 This PC	Microsoft.Rtc.Management.Update.dll	4/10/2015 8:09 AM	Application extens	233 KB
	HicrosoftIdentityExtensions	3/11/2015 11:59 AM	Windows Installer	252 KB
Network	msvcp120.dll	3/11/2015 11:52 AM	Application extens	645 KB
	S msvcr120.dll	3/11/2015 11:52 AM	Application extens	941 KB
	rewrite_2.0_rtw_x64	3/11/2015 11:59 AM	Windows Installer	6,271 KB
	🐻 Setup	4/10/2015 8:52 AM	Application	514 KB
	🐻 Setup2	4/10/2015 8:22 AM	Application	531 KB
	B SharedManagementObjects	3/11/2015 11:52 AM	Windows Installer	7,572 KB
	SkypeOnlinePowershell	3/18/2015 8:44 PM	Application	8,401 KB

Figure B-1: Skype for Business Local Storage Setup

The following message may be displayed; click **Yes**.

Figure B-2: Skype for Business Server 2013 File Location

ត	Skype for Business Server 2015	x
	Skype for Business Server	
To install S click Install	kype for Business Server 2015, Core Components and start the Deploym	ent Wizard,
Check for l	Jpdates?	
O Connec	t to the internet to check for updates	
Oon't c	heck for updates right now	
Specify the componen	location for the installation files. Any additional Skype for Business Serv ts that you install will also go to this folder	er
C:\Program	n Files\Skype for Business Server 2015	Browse
Help	Install	Cancel

3. Click Install.

Figure B-3: Skype for Business Local Storage License Agreement

a	End User License Agreement	x
	License Agreement	
Please rea	d the following license terms carefully	
MICROS	OFT SOFTWARE LICENSE TERMS	^
SKYPE F	OR BUSINESS SERVER 2015 STANDARD AND ENTERPRISE EDITIONS R RESALE)	
If you lice MSDN Pro applicable acquired a	ensed Skype for Business Server 2015 through Microsoft's Volume Licensing or ograms, your use of this software is subject to the terms and conditions of the e Program agreements. You may not use this software if you have not validly a license for the software from Microsoft or its licensed distributors.	
These lice where yo	ense terms are an agreement between Microsoft Corporation (or based on ou live, one of its affiliates) and you. Please read them. They apply to the	~
✓ I accep	pt the terms in the license agreement	
	OK Cancel	

4. Check the 'I accept the terms' check box, and then click **OK**; the following screen is displayed:

Figure B-4: Skype for Business – Deployment Wizard – Prepare Active Directory

5	Skype for Business Server 2015 - Deploy	yment Wizard	X
	Skype for Business Server 2015 Welcome to Skype for Business Server deployment.		
Deploy			2
	Prepare Active Directory Prepares the Active Directory schema, forest, and domain for Skype for Business Server. Help ▶	Prepare first Standard Edition server Prepares a single Standard Edition server to host Central Management Service. Note: This task requires local administrator rights. This task does not apply to Standard	^
	Install or Update Skype for Business Server System Install or update a Skype for Business Server Server deployment member system. This option installs Skype for Business Server core components, and a local replica configuration store.	Edition Servers that are not planned to host the Central Management Service, or for deployments that include Enterprise Edition. Install Administrative Tools Installs the Administrative Tools to the current system.	=
	Acte: before installing a server, you need to have a valid topology created and published. Help >	Your deployment requires at least one installation of the Topology Builder. Deploy Monitoring Reports Deploy Monitoring Reports to selected SQL Server Reporting Services (SSRS) instances.	
	Prepare Active Directory Comp	lia Quality Dashboard	
		Lync Media Quality Dashboard is a portal that provides OLAP reports to Lync administrators to help troubleshoot Call Quality issues.	t
		First Run Videos Click to view getting started videos.	
		Documentation Click to view the latest Skype for Business	~
		Back Exit	

5. Verify that you see the **Complete** indication for **Prepare Active Directory**. Figure B-5: Skype for Business Deployment Wizard– Install or Update

6	Skype for Business Server 2015 - Deployment Wizard		X
Install or up	date member system		
eploy > Install	or update		4
Step 1: Instal	II Local Configuration Store Is local configuration store and populates with data from Central Management Store.		Í
Prere Help	quisites >	Run]
Step 2: Setup Instal defini	o or Remove Skype for Business Server Components I and activate, or deactivate and uninstall Skype for Business Server Components based on th tion.	e topology	
Not A	wailable: Local configuration store not available.		
Prere	quisites 🕨		
Help	•	Run	
Step 3: Requ This s this s	est, Install or Assign Certificates tep starts the Certificate Wizard. Create certificate request for local system. Install, and assign ystem based on the topology definition.	certificates for	
Not A	wailable: Local configuration store not available.		
Prere	quisites 🕨		í l
Help	×	Run	
Step 4: Start Manual After You o To sta	Services you've installed Skype for Business Server on all of the servers in the pool, you'll need to start an start the services in a pool with the Skype for Business Server cmdlets. Art the services in a user pool, connect to one of the servers in the pool and run the Start-CsP	the services.	
		Back	Exit

6. Select **Install Local Configuration Store**, and then click the adjacent **Run** button; the following screen is displayed:

Figure B-6: Configure Local Replica of Central Management Store

6	Install Local Configuration Store	x
S	Configure Local Replica of Central Management Store	
Data can	be retrieved directly from the Central Management store or imported from a file.	
 Retrie Mana 	eve directly from the Central Management store (requires read access to the Central ogement store)	
O Impo	rt from a file (recommended for Edge Servers)	
To ge acces	enerate a configuration file, run the Export-CsConfiguration cmdlet on a computer that has is to the Central Management store.	
	Browse	1
		_
Help	Back Next Cancel	

7. Select the 'Retrieve directly from Central Management store' check box, and then click **Next**; the following screens are displayed:

Figure B-7: Skype for Business Deployment Wizard– Executing Commands

5	Install Local Configuration Store	×
S	Executing Commands	
Cachir Cachir Cachir Cachir Cachir Cachir Cachir Cachir Cachir Cachir Cachir	ng file setup\ReachFonts.msi ng file setup\AdminTools.msi ng file setup\BackupService.msi ng file setup\XmppTGW.msi ng file setup\XmppProxy.msi ng file setup\MgcServer.msi ng file setup\VISVc.msi ng file setup\VISVc.msi ng file windows8-RT-KB2858668-v3-x64.msu ng file vcredist_x64.exe ng file SQLEXPR_x64.exe ng file sqlncli.msi	< 11
Hel	View L Back Finish Cance	og

Figure B-8: Skype for Business Deployment Wizard– Executing Commands - Finish

5	Install Local Configuration Store		×
S	Executing Commands		
Enable Creatii [2015_ "Enabl Detaile [2015_ > Repl Loggir [2015_	replica service for the Skype for Business Server computer. Ig new log file "C:\Users\administrateur\AppData\Local\Temp\2\Enable-CSRepl D5_02][09_10_17].html". =-CSReplica" processing has completed successfully. d results can be found at "C:\Users\administrateur\AppData\Local\Temp\2\Ena D5_02][09_10_17].html". icate-CsCmsCertificates g status to: C:\Users\administrateur\AppData\Local\Temp\2\ReplicateCMSCerti D5_02][09_10_17].html	ica- ble-C	SReplica-
Task sta	tus: Completed.		
Bootstra	p local machine	•	View Log
Help	Back		Cancel

8. Click Finish and Exit.

C Microsoft Windows Update

After you add the Fax AA IVR VM to the SBA, you should update Microsoft Windows.

- > To update Microsoft Windows:
- 1. Manually run Windows Update.
- 2. Disable Automatic Update 'Never check for updates' to prevent unknown side effects to the Fax AA IVR application (recommended). AudioCodes only certifies major Service Pack updates.



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D Running Anti-Virus Software

The procedure below shows how to run anti-virus software on FAX AA IVR and Microsoft Skype for Business components.

D.1 Running Anti-Virus Software on FAX AA IVR Components

When Anti-Virus software is run on FAX AA IVR components, do the following:

- Ensure that the following process is excluded from Anti-Virus scanning:
- ivr.exe process
- 2. In addition, ensure that the following directories are excluded:
 - C:\F2MAdmin\faxsender\ + sub directories *.xml, *.tiff
 - C:\F2M\commetrex\ *.xml, *.tiff
 - C:\F2MAdmin\log\faxreceiver*.log
 - C:\Program Files (x86)\Commetrex\otf\bin\Logs*.txt
 - C:\F2MAdmin\ sub directories *.*
 - C:\F2M\ sub directories *.*
 - C:\fax2email\db*.*
 - C:\Program Files\hMailServer\ sub directories *.*
 - C:\Program Files (x86)\neevia.com\docConverterPro\ sub directories *.*

D.2 Running Ant-Virus software on Microsoft Skype for Business Components

Antivirus software can sometimes make such heavy demands on the CPU as to cause audio glitches. For this reason, antivirus software is not recommended for computers running Microsoft Skype for Business. For optimal performance for a server that must run antivirus software, include all Communications Server/Skype for Business computers in the antivirus software's exception list.

- Ensure that the following processes are excluded from Anti-Virus scanning:
 - ASMCUSvc.exe
 - AVMCUSvc.exe
 - DataMCUSvc.exe
 - DataProxy.exe
 - FileTransferAgent.exe
 - IMMCUSvc.exe
 - MasterReplicatorAgent.exe
 - MediaRelaySvc.exe
 - MediationServerSvc.exe
 - MeetingMCUSvc.exe
 - MRASSvc.exe
 - OcsAppServerHost.exe
 - QmsSvc.exe
 - ReplicaReplicatorAgent.exe
 - RTCArch.exe

For more information, see <u>http://technet.microsoft.com/en-us/library/gg195736.aspx.</u>



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E Firewall Settings on Skype for Business

As part of the IVR activation process, the "Enable Central Management store replication" phase requires that the server will be in the firewall allow list.

In this stage, configuration data from the Central Management store is updated to servers running Skype for Business (AA server).

For this purpose, port 445 must be opened in the Firewall rules.

The IT department should verify that the IP ports that are specified in the link below, are opened in the internal server http://technet.microsoft.com/en-us/library/gg398833.aspx.



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F Configuring the Windows Server for Microsoft Office 2013 or Office 2016

This appendix shows how to configure the Windows server when installing Microsoft Office 2013/2016 for converting office files.

- > To configure the Windows server for Microsoft Office 2013/2016:
- 1. Log in to the Windows server via the local user defined for the fax.
- 2. Manually open Microsoft Office 2013/2016 applications: Word, Excel, and PowerPoint. Verify that you don't receive any error messages (e.g. invalid license etc.).
- 3. Type 'dcomcnfg' in the command prompt, and then click Enter.
- 4. Click Component Services group > Computers > My Computer > DCOM Config.
- Find and select the Microsoft Word entry (it may contain Application or 2013/2016 in its name) (Right-click Properties > Security tab).
- 6. Under Access Permission, select the 'Customize' option, and then click Edit.
- 7. Click **Add** and enter the "Everyone" user account along with the account used by the Fax server.
- 8. Click the **Identity** tab.
- **9.** Select the 'This user' option, click **Browse**, specify the account used by the Fax server, and then enter and re-enter the Password.
- **10.** Click **Apply** and **OK**.
- 11. Repeat the above steps for Excel and PowerPoint.
- **12.** Restart the Windows server.



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G Fax Conversion Troubleshooting

This appendix describes how to change the fax conversion RTF engine file association to Microsoft Word.



Note: Sometimes the fax server fails to convert RTF format files. To resolve this issue, the user should install Microsoft Office on the Fax2Mail Windows server.

> To change RTF engine to WORD:

1. In the Neevia Document Converter Pro screen, open the Input Folders page (Settings > Folders...).

Figure G-1: Ne	evia Document	Converter Pro -	Settings – Folders
----------------	---------------	-----------------	--------------------

🔅 Neevia Document Converter Pro	
Converter View Settings Help	
Folders	
Files in gueue:	
Advanced Settings	
[3:44:14 PM] DC Pro version: 6.5 [3:44:14 PM] Computer Name: KAIRAT-PC [3:44:14 PM] Courrent User: kairat [3:44:14 PM] Temp Folder: C: \Program Files\neevia.com\docConverterPro\temp\WDC\ [3:44:14 PM] Temp Folder: C: \Program Files\neevia.com\docConverterPro\temp\WDC\ [3:44:14 PM] Debug Mode enabled: False [3:44:14 PM] Input folders: [3:44:14 PM] Input folders: [3:44:14 PM] C: \Program Files\neevia.com\docConverterPro\DEF_FOLDERS\IN\ [3:44:14 PM] C: \Program Files\neevia.com\docConverterPro\DEF_FOLDERS\IN\ [3:44:14 PM] C: \Program Files\neevia.com\docConverterPro\DEF_FOLDERS\IN\	*
Main log Error log	
Started Time: 3:44:20 PM Total threads: 0 Converted docs: 0	

The following screen appears:

Figure G-2: Neevia Document Converter Pro - Input Folder

Input Folder(s)		×
Folder to scan	Output format	
C:\Program Files (x86)\neevia.com\docConverterPro\DEF_FOLDERS\IN\	TIFF	
😌 Add Folder 🛛 🔶 Edit Settings		

C audiocodes

2. Double-click the file in the Folder to scan. In case there is more than one folder, doubleclick the folder whose **Output format** is TIFF.

The Edit Input Folder Settings window opens.

Edit Input Folder Settings				
General Settings Scripting Document Parsers File Association	15 Advanced	l Settings	_	
File Type	Extension	Parser ID		
RAS - Ras file	.RAS	IMAGE/OCR		
RGBA - Rgba file	.RGBA	IMAGE/OCR		
RTF - Microsoft Rich Text Format		WORD		
RTF - Rich Text Format	.RTF	WORD		
SAM - Lotus WordPro Sam file	.SAM	WORDPRO		
SGI - Graphics file	.SGI	IMAGE/OCR		
SGL - StarWriter 4.0-5.0 Master Documents	.SGL	OPENOFFICE		
SLDASM - SolidWorks Assembly file	.SLDASM	SOLIDWORKS		
SLDDRW - SolidWorks Drawing file	.SLDDRW	SOLIDWORKS		
SLDPRT - SolidWorks Part file	.SLDPRT	SOLIDWORKS		
SMF - StarMath 2.0-5.0	.SMF	OPENOFFICE		
SNP - Microsoft SnapShot file		SNAPSHOT		
SRW - OpenOffice.org 1.0 Text Document Template	.SRW	OPENOFFICE		
STC - OpenOffice.org 1.0 Spreadsheet Template	.STC	OPENOFFICE		
STI - OpenOffice.org 1.0 Presentation Template	.sπ	OPENOFFICE		
STW - OpenOffice.org 1.0 HTML Template	.STW	OPENOFFICE		
SUN - Sun Rasterfile Graphics file	.SUN	IMAGE/OCR		
SVG - Compressed SVG	.SVGZ	ILLUSTRATOR		
SVG - Scalable Vector Graphics	.SVG	ILLUSTRATOR	T	
Add Edit Delete		Restore Defa	aults	
Import Export		🖌 Apply 🛛 🗙	Cancel	

3. Click the File Associations tab, scroll down for File Type RTF-Microsoft Rich Text Format, and then double-click it. The Edit File Association window opens.

Figure G-4: Edit File Association

Edit File Ass	ociation	×
File <u>T</u> ype:	RTF - Microsoft Rich Text Format	-
<u>P</u> arser ID:	WORD]
	Open As: Word document]
	🖌 OK 🛛 🗶 Cancel	

4. In the Parser ID field, select WORD from the drop-down list.

Click OK.

H Fax and IVR Software Upgrade

You can upgrade the Fax and IVR Software by running the latest Fax and IVR setup file (like when installing the software for the first time). Select the component to upgrade (Fax or IVR and the type of IVR according to your current system setup).

For the Fax Server, the wizard prompts you for a local user or domain user – enter the same user/password used for the initial Fax Server installation.

For each component, you are prompted that it is already installed and you need to confirm the upgrade to the latest version.

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