

Fax Setup

Requirements:

Windows based computer/laptop, Internet access, logged into computer as Admin user, can be left on 24 hours, a modem, dedicated phone line, computer with limited programs running.

FAX GATEWAY Purpose:

The Fax Gateway is a small software component that is used to bring pdf documents (reports and requisitions) from MediMatrix and send them to the ActFax Server installed in your local office.

Steps:

1. Uninstall any current versions:

- Start->All Programs->WebInterstate MediMatrix Fax Gateway Un-Install Fax Service Application

2. Installing the Fax Gateway

- Save the file to your local computer, then click it to run the install.
- Double click faxgateway_windows_x_x_x.exe
- Follow the prompts - accept the license agreement and use the default settings

3. Configuring Fax Gateway Service

- Start->All Programs->WebInterstate->MediMatrix Fax Gateway->Fax Gateway Server
- TasksConfigure (click drop down box at bottom of screen and click edit)

Logs:

- Change the 'fax.log.file.level' field to ALL if you are having problems.

Fax Server Settings:

- Polling = 90 seconds, port = 7501
- Select the appropriate time zone locale

Email Settings:

- Put your email address in the 'fax.mail.from.address' field
- Put support@medimatrix.com in the 'fax.mail.to.address' field.

Web Access Settings:

- Create a user in the User Manager with GATEWAY SERVICE rights.
- Log into the Provider Application using this user so you can create a PIN.
- Use this user's information along with your MediMatrix secure domain (ie. https://medimatrix.webinterstate.com)
- Tasks Services (click stop service, and then start service)

*You will have to restart the service anytime you make configuration changes

Instructions continued on page 2



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GHOSTSCRIPT Purpose:

Software is utilized to display fax message prior to sending.

Steps:

Installation of Ghostscript Libraries

1. Download the GhostScript GPL most recent version
(<http://sourceforge.net/projects/ghostscript/files/GPL%20Ghostscript/>)

2. Click on the downloaded file to run the installation

Disclaimer: WebInterstate makes no promises regarding 3rd party software. WebInterstate does not endorse or support any of the companies providing 3rd party software solutions.

ACTFAX SOFTWARE Purpose:

The Actfax Software is used to automatically dial out pdf documents (reports and requisitions) to specified fax numbers.

Steps:

1. Download and install the software from ActFax.com (An activation key will be provided by WebInterstate after you install the software)

Note: Download 32 bit version for 32 bit machine and 64 bit version for 64 bit machine

2. Configuring the Actfax Server

- First we need to enable the email server. This setting allows the Active Fax server to send notifications through a particular email server. From the Active Fax menu select:

- o Communication > E-mail > Server

- o Check the box "enable fax transmissions through email"

- o Enter the SMTP Server Address: Normally mail2.webinterstate.com

- o Communication port: 25

- o Choose direct access or dial up normally if you have cable, DSL, or T1 it would be direct access

- Next we want to set up an email notification to a user if the Fax Server is having problems. From the Active Fax menu select:

- o Communication > E-mail > Notifications

- o Check the box "send e-mail notifications on server problems"

- o In Email Address enter the email address where you want server error notifications

- o Click "Ok"

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- Next we want to set up the server defaults such as your company name and reply email From the Active Fax menu select:
 - o Extras > Predefined Settings
 - o In the name field enter your company name. This is used as the name for outbound faxes
 - o In the e-mail field specify a default e-mail address. This is used as the reply address in outbound e-mails from the active fax server.
 - o Click "OK"
- Next we want to configure automatic e-mail notification. You can configure this with the menu:
 - o Extras > User Administrator > Modify > Notification.
 - o Select the check box – Notify user after the transmission of a fax.
 - o In Email Address enter the email address where you want the notifications sent.
 - o Click "OK"
 - o Repeat the above 3 steps for each user defined under User Administrator.
 - o This will now notify you of every successful fax sent out. See next step to set up e-mail notification for failed faxes only.
- To only send a notification for failed faxes, have a look at the following menu:
 - o Extras > User Administrator > Modify > Notification.
 - o Select the check box – Notify user after the transmission of a fax.
 - o In Email Address enter the email address where you want the notifications sent.
 - o Click "OK"
 - o Repeat the above 3 steps for each user defined under User Administrator.
 - o This will now notify you of every successful fax sent out. See next step to set up e-mail notification for failed faxes only.
- To only send a notification for failed faxes, have a look at the following menu:
 - o Extras / Options / General / Extended Options / Notification on the fax server.
 - o Check the box "send e-mail notifications only for undeliverable faxes"
 - o Click "OK"
- To send more multiple more efficiently:
 - o Extras / Options / General / Extended Options / General.
 - o Check "Never send more than over fax to the same fax number at the same time"
 - o Check "Send multiple faxes to the same fax number in a single fax call"

SEE NEXT PAGE TO COMPLETE FAX SETUP



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- Next we set up how many dial retries before sending out an email failure notice. From the Active Fax menu select:
 - o Extras > Options > Redialing.
 - o We suggest you set the server up to make 3 attempts waiting 5 minutes between attempts
 - o Delay after the 1 miscarried attempt 0 hours 5 minutes
 - o Delay after the 2 miscarried attempt 0 hours 5 minutes
 - o Delay after the 3 miscarried attempt 0 hours 5 minutes
 - o Delay after the 3 miscarried attempt 0 hours 0 minutes
 - o No more attempts after 15 minutes.
 - o After the 3rd attempt is complete a failure email notification will be generated by the fax server.
- Change the 'Access Code for Long Distance Numbers'
 - o On right side, right click Modem on Com03 (or Com0X)
 - o Modem Properties
 - o Click Dialing Properties
 - o REMOVE the 0 (zero) from the Long Distance code field
- Change Dial – up properties for the modem
 - o Right click modem, modem properties, click on modem
 - o You can turn off incoming faxes (uncheck the box)
 - o You can cancel dialing faster (ie. 30 secs)
- Setup RAW server port for 7501 to connect to fax gateway
 - o Right click RAW server port and add new port “7501”
- Turn off unnecessary servers (LPD/LPR, FTP, TFTP, TELNET, ODBC, etc)
 - o Right click on each one, then click STOP.
- IMPORTANT: SAVE your settings (File> Save Settings)

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For questions or assistance, please contact:
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