Hosted Fax Mail

Hosted Fax Mail
User Guide

Telesystem

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1 About this Guide

Telesystem Hosted Fax Mail service allows a user to receive incoming fax transmissions, without the need of fax equipment or paper to print the fax. Once a fax is received, the fax is deposited as an electronic ".tif" image into a subscriber account and is viewable via an online portal.

Within the portal, users also have the ability to setup notifications to include the fax as a PDF attachment within an email. This gives users the ability to electronically view, save to a computer/network location, and/or forward faxes without the need to print.

The standard subscriber account has 50MB of storage. Hosted Fax Mail is also available with increased storage at 100MB.

NOTE: Hosted Fax Mail is for inbound fax messages only. To send faxes users must still have a traditional fax machine with a phone line capable of outbound transmission.

This guide describes how to manage your Telesystem Hosted Fax Mail messages and how to change the settings that define how a user works with the Hosted Fax Mail System. Users who require information regarding the Telesystem Voicemail services and features that should refer to the companion guide titled **Telesystem Voicemail User Guide** available with the support documents on our website at *http://Telesystem.us.*

This document describes how to use the features available using the Hosted Fax Mail Portal Graphical User Interface (GUI). The Hosted Fax Mail Portal GUI is herein referred to as: Web Portal and GUI. There is also information in this guide that provides instructions on managing some features of Hosted Fax Mail through a Telephone User Interface or TUI.

For best practice it is recommended that you manage your Hosted Fax Mail through the Web Portal/GUI.

This guide presents procedures and options for a full featured Telesystem Hosted Fax Mail system. Some procedures may work differently for you depending on the Hosted Fax Mail package you ordered.

2 Hosted Fax Mail

The Hosted Fax Mail messaging application allows you to store fax messages, control when and where faxes are printed, and send faxes from your mailbox to another subscriber's mailbox, or fax number, or to contacts with an email address.

You can login to your mailbox via the Telesystem Voicemail Web Portal/GUI to view your messages, setup notifications, and update account settings. Users who are using Hosted Fax Mail in conjunction with the Telesystem Voicemail service on a single line may also access Fax Mail information from the Telephone User Interface (TUI) to get fax message inventory; hear fax envelope information including the arrival time of the fax message and identity of the sender; or view the fax from an email client.

Hosted Fax Mail includes the following features:

Feature	Description
Delete fax	You can delete a fax message through the GUI or during message playback through the TUI. When this option is selected, the system erases the message form the Inbox permanently.
Fax envelope information	For any fax in your mailbox, you can view or listen to envelope information, including the arrival time and date of the message and the identity of the sender through the GUI or TUI.
Fax message inventory	When you log in to your mailbox to the GUI, the system displays the number of new fax messages in your mailbox. Accessing Hosted Fax Mail through the TUI, the system will read to you the number of fax messages in your mailbox.
Forward fax to another subscriber	You can forward a copy of a fax to another subscriber that has the Hosted Fax Mail messaging service and add recipients. You can also record, review, and re-record an introduction to the forwarded fax before the message is sent.
Forward fax to fax machine	You can forward a copy of a fax message to a fax machine by sending the message to a subscriber's default fax number or by directly entering a new fax number.
Notification	You can specify whether to be notified when a new fax arrives in your mailbox.

3   Getting Started

The first step in using your Telesystem Hosted Fax Mail is to setup your mailbox as a subscriber. This can be done through the Telesystem Voicemail Web Portal available at:

https://msgcollab.epiphanyic.com/VXView/VXView.do

3.1   Logging On to the Web Portal

Before you login to the portal you will need your Account number and the PIN. Your account is your Fax Mail number (10-digit telephone number). The default PIN was supplied to you.

To log on to the Telesystem Voicemail Web Portal

1. Start a Web browser and enter the following address/URL:

   https://msgcollab.epiphanyic.com/VXView/VXView.do

   **NOTE: This will load the Telesystem Voicemail Portal, this is the correct page. The Voicemail and Hosted Fax Mail Portal are on the same platform and share a login page. Proceed with your login.**

2. In the **Account** and **PIN** fields, enter the mailbox number and PIN for the Telesystem Hosted Fax Mail system.

   NOTE1: The first time you access this account use the default PIN of 1111. Users with a single line for Voicemail and Fax Mail should use the same credentials they do to access their Voicemail.

   NOTE2: Users with a single line for Voicemail and Fax Mail; if you log in to the web portal before you setup your voicemail box through the TUI by phone, the system will not play the initialization prompts that guide you through changing your PIN, recording a Name Announcement, and recording a Generic Greeting. You will have to make those changes through the Main Menu or by uploading a compatible .wav file through the GUI.

3. Click **Login**. The Mailbox page similar to the following opens:
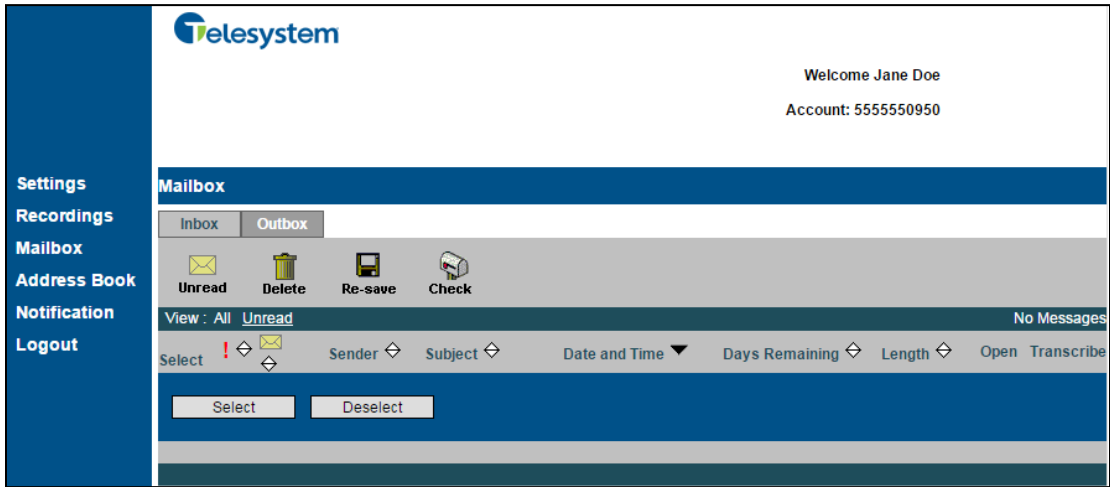
4 Web Portal Mailbox

You can use the Portal GUI to view information about Hosted Fax Mail messages in your **Mailbox**. You can view the number of new and saved messages of each message type, as well as the number of unread, private, and urgent messages. From the Portal, you can also open fax messages.

4.1 Checking Messages with the Web Portal

1. Log on to the Web Portal GUI.
2. The **Mailbox** page is the default page that opens when you login to the Web Portal GUI. If you are already logged in and select a different page, select **Mailbox** on the Portal Navigation Bar to navigate back to the **Mailbox** page.
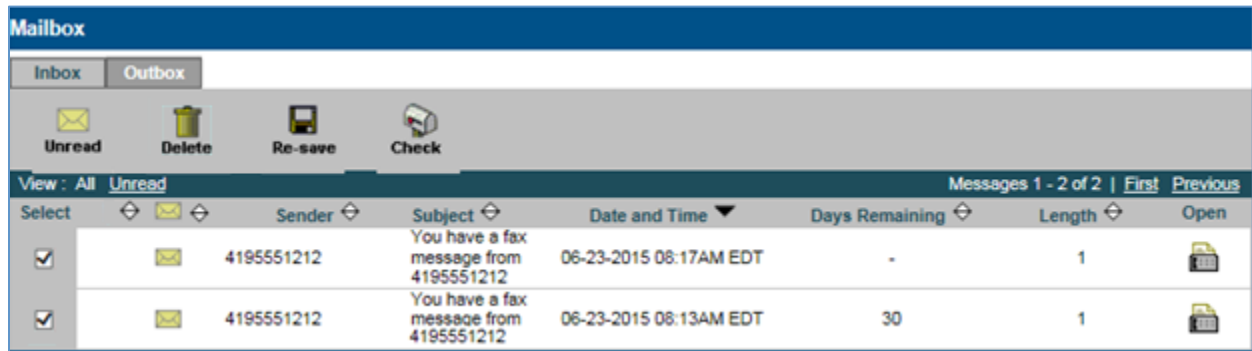
4.2 Mailbox Folder Tabs

The **Mailbox** contains Inbox and Outbox tabs. Clicking on a tab displays messages in the selected folder.

4.3 Mailbox Toolbar

The Toolbar on the Mailbox page contains the following options:

Icon	Option	Action
	Unread	Marks selected messages as unread. The page redisplays with the selected messages marked with the "unread" icon and the Sender/Recipient field in bold.
	Delete	Deletes selected messages permanently.
	Re-save	If you select a message that is flagged to be deleted soon, you can select Re-save to prevent the message from being deleted. The system resets the number of days remaining to 30 days.
	Check	Refreshes the screen with messages from the server.

4.4 Mailbox Message Area

The message area displays one page of messages for the selected (Inbox, Outbox) tab.

Message information is provided in the following columns:

Column	Description
Select	Use the Select column and the Select All and Deselect All buttons to perform actions on messages.
Priority	Messages in the column marked with a red exclamation point ! are high priority.
Status	Message has not been read: Message has been read: Private message has not been read: Private message has been read:
Sender/To	Name of the sender provisioned in the Web Portal. If the sender is not provisioned, the field displays Unknown and the associated phone number or extension.
Subject	Provides the subject line with the sender's number. Example: "*You have a fax message from 4195551212*"
Date and Time	Date and time the message was received.
Days Remaining	Number of days before the system deletes the message. This count down does not start until a message has been listened to/opened from the Voicemail GUI or the TUI. Messages are available for 30 days.
Length	Indicates the number of pages in the fax message.
Open	Allows you to open or download the Fax Mail file through compatible software. This will also begin the counter for the **Days Remaining** field if you click the Open Icon for a new message.

When you click the **Open** icon , the selected Fax Mail messages are marked "read". The web page redirects to the associated .tif file or download. Only the first .tif attachment associated with the message opens/downloads. Return to the Mailbox page by clicking the **Mailbox** link in the navigation bar on the left.

4.5 Mailbox Almost Full and Full Warnings

If your mailbox reaches a warning threshold, the Mailbox page displays a message that your mailbox is almost full. You can still receive messages if your mailbox is almost full, we recommend that you delete old messages to free up space and avoid reaching the maximum storage limit.

Once your mailbox reaches the maximum storage limit, the Mailbox page displays a message that your mailbox is full. People attempting to send you faxes will receive an error if your mailbox is full. The system is setup to store messages for 30 days after opened from your inbox.

5 Web Portal Notifications

The **Notification** feature allows the Hosted Fax Mail system to inform you of new messages, based on preferences, by email.

You may also use the Web Portal to specify where you want to receive notifications, as well as turn email and message waiting indicator (MWI) notifications on and off. The activate notification services for your account determine which notification types you can setup in the GUI.

5.1 Setup Email Notifications

To setup email notifications for your account:

1. Log on to the Web Portal.
2. Select **Notification** in the navigation bar.
3. Select **Set Up Notification.** The **Setup Notification** page opens, similar to the following:

4. Enter an email address in the **Email Address** text box (example: *email@domain.com*)
5. Click one of the following buttons:
   a. **Add** – Will move the email address you entered to the Email Address List. When you receive a new Fax Mail message an email will be sent to that address notifying the recipient that a new message is waiting along with information about the sender (if available), time, and date of the message.
   b. **Add Attachment** – Will move the email address you entered to the Email Address List followed by "*(attachment)*". When you receive a new Fax Mail message an email will be sent to that address with the same information as the **Add** feature. In addition to that, it will also have an attached **.pdf** file of the Fax Mail message that was left which you can open from your email.
   c. **Remove** – This option can be used to remove email address from the **Email Address List** if you no longer wish to have email notifications sent there. Click the email address to highlight it in the Email Address List, and then click the **Remove** button to remove the email address from the list.

6. Modify the Subject and Body if you wish. Each Email Notification sent will contain the same Subject and Body with specific **sender** information.
7. Click **Save** to keep any changes you have made.

NOTE[1]: If you receive an email notification of a message and delete the email, your message will not be deleted from the system. To delete the message, you will need to log into the account via the phone or Web Portal.

NOTE[2]: Messages opened through an email notification are not marked as read in the Hosted Fax Mail system. If you only view your Fax Mail messages this way you must periodically login to the Web Portal and delete messages to avoid having your mailbox filling up which will prevent you from receiving new messages.

5.2 Setting Notification Options

You can select the type of notifications to send, enable or disable notifications, and pause or resume notifications at any time. You can also specify whether you want to be notified when you receive a message that is classified as "urgent" or when you receive a message from members of a distribution list.

To set notification options and suspend or resume notifications:
1. Select **Notifications** in the navigation bar.
2. Select **Activate Notification**. The Activate Notification page similar to the following opens:

3. Optionally, click **Pause All** to suspend e-mail, voicemail, and MWI notifications.
4. If you have Voicemail and Hosted Fax Mail linked to the same account you may set different notifications for each.

5. Under the **My Notification Choices**, specify whether you want to be notified via email, or message waiting indicator.
    a. **Off** – You will not receive this type of notification.
    b. **If message meets my Notification Rule** – See Notification Rules in next step.
    c. **Every time I receive a message** – All configured message notifications are sent/alerted.
6. If you select the "If message meets my Notification Rule", you may configure the rule under **My Notification Rule. S**pecify when you want the Hosted Fax Mail system to notify you that a message has arrived. Options include:
    a. An urgent message arrives
    b. Message is from this list of people. When the message is from a member of a specified distribution list. You can select an existing distribution list name from the drop-down list, or click **New List** to create a new distribution list.
7. Click **Save**.

6 Web Portal Preferences

With the Web Portal, you can modify personal options for your account.

This chapter will describe how to use the Telesystem Hosted Fax Mail Web Portal to:

- Access the Preferences page to change mailbox options.
- Setup account names.
- Specify the time zone for your account.
- Change the time format for message time stamps.
- Change message playback order.
- Change date and time playback.

6.1 Accessing Preferences

To change your mailbox preferences:

1. Log on to the Web Portal.
2. Select **Settings** on the navigation bar. The Settings page opens.
3. Select **Preferences**.
4. Modify your settings as described in the following sections, and click the **Save** button when you have finished to keep your changes.
5. Click the Preference Settings link to return to the Settings page.

6.2 Setting Up Your Account Names

To setup names to identify your account:

1. From the **Preferences** page, locate the **First Name** and **Last Name** fields; enter the first name and last name to associate with your account. These names are used to identify your account and to narrow searches.

2. In the **Alternate First Name** and **Alternate Last Name** fields, enter alternate first and last names to associate with your account. Setting up an alternate name helps callers reach you successfully when using the Auto Attendant dial by name feature, such as if your name is hard to pronounce.
3. Click **Save** to keep your changes.

6.3 Specifying the Time zone for Your Account

You can specify the time zone for your account. Message announcements played in the TUI and message displayed in the GUI reflect the specified time zone.

To specify the time zone:
1. From the **Preferences** page, in the **"Timezone"** field, select the time zone for your account from the drop-down menu.

Timezone:	(GMT-05:00) Eastern Standard Time (US/Eastern) ▼

2. Click **Save**.

6.4 Changing the Time Format for Message Time Stamps

You can select the time format for the message time stamps that you hear when you listen to messages.

To change the time format used from message time stamps:
1. From the **Preferences** page, locate the **24 Hour Clock** option.
   a. If the check box is cleared – Message times show in the 12-hour time format. For example, you see "1:00 p.m." when viewing the time stamp for a message deposited at 1:00 p.m.
   b. If you select the check box, you will see message times in the 24-hour format. For example, subscribers see "1300" when viewing the time stamp for a message deposited at 1:00 p.m.

24 Hour Clock:	☑

2. Click **Save** to keep your changes.

6.5 Changing Directory Listing Status

If the Subscriber Auto-Attendant service is available for your account, you can specify whether to be listed in the dial by name directory. When you are listed in the directory, callers who do not know your extension can reach you by finding your name in directory assistance.

Make sure to record your name announcement in order to be listed in the directory. If this is a Fax Mail only mailbox you may want to disable this feature.

To change your directory listing status:
1. From the **Preferences** page, select the **Include me in the company directory** check box to include your name in the Auto-Attendant dial by name directory. Callers can access your account by entering your last name.

Include me in the company directory:	☑
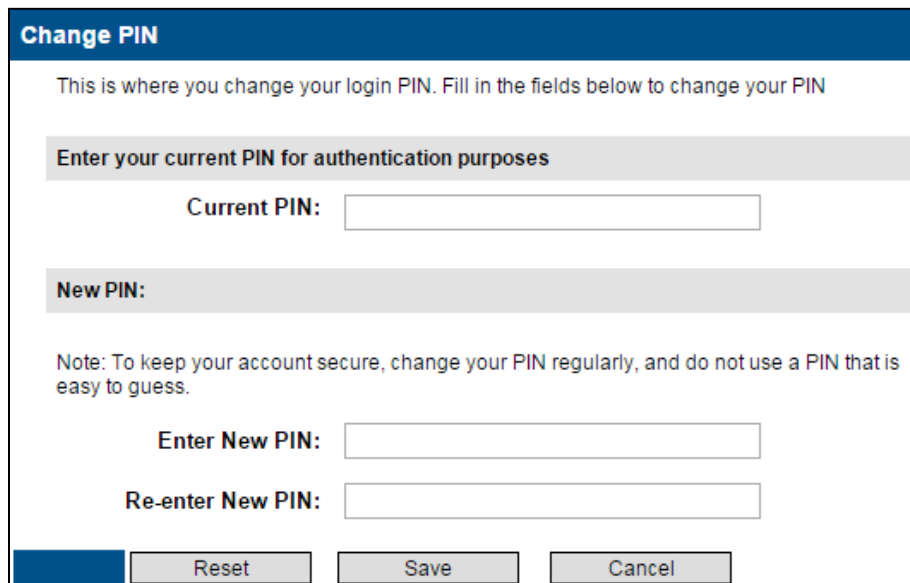
2. Click **Save** to keep your changes.

7   Changing Your PIN with the Web Portal

You can use the Web Portal to change your PIN for your subscriber account.

To change the PIN:

1. Log on to the Web Portal.
2. Select **Settings** on the navigation bar.
3. Select **Change PIN**. A Change PIN page similar to the following opens:

Change PIN

This is where you change your login PIN. Fill in the fields below to change your PIN

Enter your current PIN for authentication purposes

Current PIN: [   ]

New PIN:

Note: To keep your account secure, change your PIN regularly, and do not use a PIN that is easy to guess.

Enter New PIN: [   ]

Re-enter New PIN: [   ]

[Reset]   [Save]   [Cancel]

4. In the **Current PIN** field, enter the personal identification number you are currently using to access the GUI and TUI.
5. In the **Enter New PIN** and **Re-enter New PIN** fields, enter the value you want to change your PIN to.
6. Click **Save**. A confirmation page opens.

8 Using the TUI to Send a Fax Message

With the Hosted Fax Mail service, you can forward a fax message to a fax machine or to a subscriber with a recorded introduction. Ask your local administrator for the fax number to use.

To send a fax message:

1. After listening to the fax header information on the Telephone User Interface (TUI), listen to the following options:

Key	Task
1	Listen to fax envelope information
2	Save fax
3	Delete fax
4	Forward fax
5	Send to a fax machine number
*	Return to Main Menu

2. Press **5** to send the fax to a fax machine for printing.
3. Press **1** to send the fax to the default fax number or Press **2** to send the fax to another fax number. When prompted, enter the fax number, and press **#**.
4. The system will notify you that it is sending the fax.

NOTE: When you send a fax message, you may hear this prompt, followed by fax tones:
 "Thank you for calling, goodbye."
This prompt does not indicate an error; the fax was sent successfully. You should see the fax message in the Fax Mail/Voicemail Web Portal.

8.1 Sending a Message to a Subscriber Mailbox with Fax and Voicemail

If you send a message to a subscriber that has both Fax and Voicemail services available, the system plays the following prompt:

 "You have reached the message center of <name announcement or subscriber PDN>. Press one to leave a voicemail. Press two to deposit a fax."

Press **2** to send a fax message.

8.2   Forwarding a Message to a Subscriber

You can forward a copy of a voice or fax message that is deposited in your mailbox to another subscriber. Messages marked private by the sender cannot be forwarded by phone. Once you forward the message copy, the system returns you to the original message and prompts you to save or delete it.

To forward a fax message to a subscriber:

1. Dial into the TUI and listen to the Fax Mail Headers until you find the one you wish to forward, and then press **4**.
2. Record an introduction after the beep. When finished, press **#**.
3. Listen to the menu options:

Key	Task
1	Review your introduction
4	Re-record your introduction
6	Add recipients
*	Cancel

4. Press **6** to add a recipient.
5. Enter a mailbox number, and press **#**.
6. Press **2** to send the message copy.

9 Fax Error Messages

Hosted Fax Mail provides feedback to help you determine whether or not a fax is sent successfully.

While sending the fax, the system plays the following prompt:

> *"Sending to fax machine. To exit, press star."*

The system pauses for 10 seconds and replays the prompt if fax transmission continues. If you press the star key (*), the system returns to the previous message; fax transmission continues in the background.

If the fax is sent successfully, the system plays the prompt Fax message sent and returns to the previous message. If an error is detected, it plays a message to provide information about the error. The following table lists the types of feedback you may receive. If you have a problem sending a fax to a fax machine, check with your administrator to make sure that your account is permitted to dial the fax machine.

Fax Error Messages

Message	Cause
Your session has timed out.	The maximum time specified by the configuration variable "*com.Epiphany.fax.currentactivitytreportmaxtime*" has been exceeded. This variable specifies how long the system monitors the fax transmission.
The fax was not sent because the line was busy.	The fax destination sends a busy signal.
The fax was not sent because there was no answer.	The fax destination does not answer the call within 30 seconds.
The fax was not sent. Please try again. Error code 2.	The system detects an error in the remote fax machine.
The fax was not sent. Please try again. Error code 3.	The system could not allocate a fax port license.
The fax was not sent. Please try again. Error code 4.	The fax media server failed.
The fax was not sent. Please try again later. Error code 5.	Another type of error occurs, such as a paper jam.

Appendix A: Account Information

To use the system you need the account information shown in the following table. Ask your administrator for the values for your account, and use the table to organize the information.

Information	Your Value
Mailbox Owner Name	
General Access Number	567-661-0001
Mailbox Number	
Default Personal Identification Number (PIN)	Supplied to you at installation
Current PIN	
Personal Telephone Number	
Email Address	
URL to access Web application	https://msgcollab.epiphanyic.com/VXView/VXView.do

Appendix B: Telephone User Map

The telephone user map on the next page provides a guide to the top level voicemail options in the Voicemail TUI. A full screen PDF copy of this map is also available in the support documents section of our website at http://Telesystem.us

The map reflects a full-featured system. When you access your mailbox, the system plays the Main Menu options. The options that you hear may be different depending on the services available on your system. You may also hear different options if your administrator customizes the top-level menu on your system.

Telesystem

Voice & Fax Mail - Telephone User Map

Note: Depending on the way your system is set up, some options may not be available. You will not be prompted if the option is not available.

From inside your organization
- Call the General Access Number
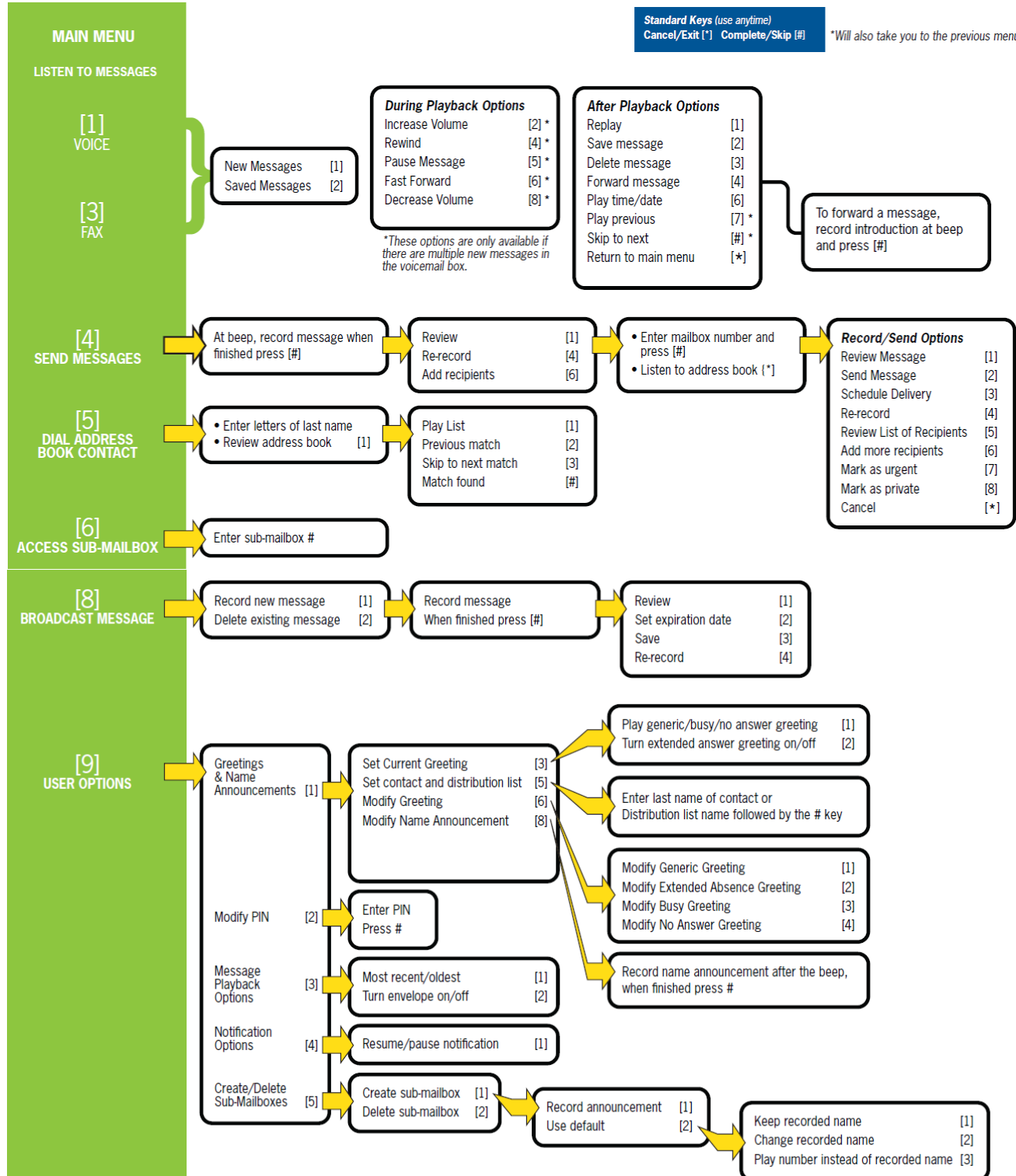- Enter your PIN followed by [#]

From outside your organization
- Call the General Access Number
- Press[#] to indicate that you are a subscriber

Standard Keys (use anytime)
Cancel/Exit [*]   Complete/Skip [#]   *Will also take you to the previous menu.

MAIN MENU

LISTEN TO MESSAGES

[1] VOICE

[3] FAX

| New Messages | [1] |
| Saved Messages | [2] |

During Playback Options
Increase Volume	[2] *
Rewind	[4] *
Pause Message	[5] *
Fast Forward	[6] *
Decrease Volume	[8] *

*These options are only available if there are multiple new messages in the voicemail box.

After Playback Options
Replay	[1]
Save message	[2]
Delete message	[3]
Forward message	[4]
Play time/date	[6]
Play previous	[7] *
Skip to next	[#] *
Return to main menu	[*]

To forward a message, record introduction at beep and press [#]

[4] SEND MESSAGES

At beep, record message when finished press [#]

Review	[1]
Re-record	[4]
Add recipients	[6]

- Enter mailbox number and press [#]
- Listen to address book (*)

Record/Send Options
Review Message	[1]
Send Message	[2]
Schedule Delivery	[3]
Re-record	[4]
Review List of Recipients	[5]
Add more recipients	[6]
Mark as urgent	[7]
Mark as private	[8]
Cancel	[*]

[5] DIAL ADDRESS BOOK CONTACT

- Enter letters of last name
- Review address book [1]

Play List	[1]
Previous match	[2]
Skip to next match	[3]
Match found	[#]

[6] ACCESS SUB-MAILBOX

Enter sub-mailbox #

[8] BROADCAST MESSAGE

| Record new message | [1] |
| Delete existing message | [2] |

Record message
When finished press [#]

Review	[1]
Set expiration date	[2]
Save	[3]
Re-record	[4]

[9] USER OPTIONS

Greetings & Name Announcements [1]

Set Current Greeting	[3]
Set contact and distribution list	[5]
Modify Greeting	[6]
Modify Name Announcement	[8]

| Play generic/busy/no answer greeting | [1] |
| Turn extended answer greeting on/off | [2] |

Enter last name of contact or Distribution list name followed by the # key

Modify Generic Greeting	[1]
Modify Extended Absence Greeting	[2]
Modify Busy Greeting	[3]
Modify No Answer Greeting	[4]

Record name announcement after the beep, when finished press #

Modify PIN [2]

Enter PIN
Press #

Message Playback Options [3]

| Most recent/oldest | [1] |
| Turn envelope on/off | [2] |

Notification Options [4]

| Resume/pause notification | [1] |

Create/Delete Sub-Mailboxes [5]

| Create sub-mailbox | [1] |
| Delete sub-mailbox | [2] |

| Record announcement | [1] |
| Use default | [2] |

Keep recorded name	[1]
Change recorded name	[2]
Play number instead of recorded name	[3]

Appendix C: Glossary of Terms

This appendix is a glossary of terms used in the Telesystem Voicemail User Guide whereas the definitions provided are for the specific purposes of this document and not general purposes.

Term	Definition
Access Account	Type of account used by multiple individuals to access a service. For example, an access account may be a common number that multiple individuals can dial to access messages. The behavior of an access account depends on the type of service. Typically, an access account first prompts the caller for additional account and/or authentication information, such as a PIN. An access account is typically associated with a single service, such as Voicemail.
Account	Voicemail delivers all services on behalf of accounts. Some accounts represent individual subscribers and others are used for platform-wide access. For example, you can provision an account to access a voicemail system or to log in to an individual mailbox. Each account corresponds to one or more telephone numbers.
Administrator	A type of user that creates, modifies, and deletes organizations, accounts, and COS packages.
Telesystem (Root Service Provider)	The entity that hosts the Voicemail System. The Root Service Provider manages operation of the platform, controls access to the platform, configures the platform within an IP network, and defines a set of customers or organizations) that interact directly with service personnel.
Caller	A caller is anyone who dials into the Voicemail System. Typically, the term caller refers to anyone who dials into the system who is not a subscriber, or is not acting as a subscriber at the time. A person who leaves a message for a subscriber is a caller.
Codec	Coder/decoder; an algorithm that converts speech conversations to and from a stream of digital data.
CSV	Comma Separated Values. Format of a text file that contains the values in a table as a series of text lines organized so that each column value is separated by a comma from the next column's value and each row starts a new line. The bulk provisioning option requires an input provision file in CSV format.
DTMF	Dual Tone Multi Frequency. The tones generated by touch-tone telephones. Each key you press on the phone generates two tones of specific frequencies – one tone is generated from a high-frequency group of tones and the other from a low frequency group of tones.
Voicemail Portal Messaging & Collaboration Admin	Web application that allows administrators to provision accounts.
Voicemail Portal	A web-based application that subscribers use to customize mailbox preferences, setup notification options, manage voice messages, and create person address books.
G.711	An ITU standard codec that converts analog speech (audio) to a stream of digital data and back again.

Term	Definition
HTTP	Hypertext Transfer Protocol. The set of rules for transferring files (text, graphics, sound, video, and other multimedia files) on the World Wide Web. As soon as a Web user opens their browser, the user is using HTTP.
MWI	Message Waiting Indicator. A phone system device such as a light on a telephone or a distinctive dial tone that alerts a subscriber to the arrival of a new message. Telesystem Voicemail supports SIP, SMDI, and SMPP message waiting indicators.
Notification	The Voicemail System locates you at your home, office, cell phone, and/or delivers new messages when they arrive.
PIN	Personal Identification number. A passcode of 4 to 15 digits used to access an account.
Service	Each application contains a set of services. A service is an application-specific component that provides useful functionality. Available services vary depending on the applications licensed on the system.
Service Settings	Each service has settings that control it. For example, the sub-mailboxes service includes the settings **Maximum Sub-mailbox Limit** and **Enable Master Access to Sub-mailboxes**. Some settings are available for multiple services.
SIP	Session Initiation Protocol. An Internet standard used to initiate, manage, and terminate interactive sessions between one or more users on the Internet.
Subscriber	An individual who has access to a mailbox or service on the system. Subscribers are the main users of the Telesystem Voicemail System.
Subscriber Account	An account that represents an individual subscriber. For example, you associate each voicemail user with a subscriber account. A subscriber account can be given access to several services such as Voicemail and Auto-Attendant services.
T.30	ITU recommendation that specifies a fax communications protocol for Group 3 fax. This recommendation describes how to establish and terminate communications between Group 3 fax machines.
T.38	ITU recommendation that describes the features necessary to transfer fax documents in real-time between two standard Group 3 fax terminals over the Internet or other networks using IP protocols.
TON	Type of Number. Indicates the type of number sent to an SMSC server
TUI	Telephone User Interface. Describes all user interaction with the telephone, typically through interactive voice response systems.
Voicemail	A message deposited in a caller's voice and retrieved by the subscriber at their convenience from any touchtone phone or web portal.
VoiceXML	Voice Extensible Markup Language. Web-based markup language for representing audio dialogs that feature synthesized speech, digitized audio, recognition of spoken and DTMF key input, recording of spoken input, telephony, and mixed-initiative conversations.
WAV	Waveform. Windows' native file format for storing audio data. WAV sound files end with the .wav extension.

Term	Definition
XML	eXtensible Markup Language. The tag-oriented language of web services. XML is a standardized set of rules for adding structure to data using a set of markup tags.