Email to fax configuration for outbound faxes

Email to Fax Configuration

From Digital Fax "Application Settings" menu, Pease select the "Set »" button besides "Outgoing Faxes" to open the Email to fax settings page. Here flag the "**Enable Outgoing Faxes**" checkbox to enable the Email to fax feature, allowing all fax users to send faxes directly through their email client. Then specify the desired Email to fax **Protocol Type**, by selecting from pull-down menu:

POP3/IMAP

- Email address is a dedicated account previously defined in your email server.
- Server Name is the IP address/FQDN of your POP3 or IMAP4 server
- Server Port dictates which protocol you are going to use to login to above email account. Any TCP port is accepted. Standard preferred ports are:
 - ♦ 110 for POP3
 - ♦ 995 for SSL-POP3
 - ♦ 143 for IMAP4
 - ♦ 993 for SSL-IMAP4
- Username is the userID associated to above dedicated email to fax address
- Password to login to above dedicated email account
- Proxy allows to optionally choose a proxy, between those configured in Proxy section
- Poll server every dictates the frequency UCX Suite connects to email server to check for new emails

Note that clicking the "Test settings" button also saves the configuration.

Email2Fax settings	
Protocol Type	POP3/IMAP (Active)
Email Address	sample@mail.com
Server Name	10.0.0.12
Server Port	110
Username	sample@mail.com
Password	•••••
Proxy	HTTP/HTTPS Change proxy settings
Poll server every	60 seconds
	Test settings Save

Exchange EWS Web Services Basic Authentication

This email protocol is supported by UCX Suite rel. 2020.Winter.1 and above and it leverages basic Microsoft HTTPS-based

authentication available in MS- Exchange.

- Server Base URL is the Intranet/Internet HTTPS address of local Exchange server or cloud-based Office365 email service
- Username is the userID associated to a dedicated account previously defined in email server
- Password to login to above dedicated email to fax address
- Proxy allows to optionally choose a proxy, between those configured in Proxy section
- Poll server every dictates the frequency UCX Suite connects to email server to check for new emails

Note that clicking the "Test settings" button also saves the configuration.

Email to Fax settings			
Protocol Type	Exchange	×	
Server Base URL	https://outlook.office365.com	m	
Username	sendfax@company.com		
Password	•••••		
Proxy	No proxy	~	
	Change proxy settings		
Poll server every	45	se	conds
		Test settings	Save

Note: Please be aware that EWS Basic Authentication won't be supported anymore by Microsoft after July 2021. EWS Oauth2 authentication is supported instead, starting from Imagicle rel. 2021.Winter.1.2, and it is fully documented in the next paragraph.

Exchange OAuth2 Authentication

Inside "Email to Fax Settings" panel, please select "Office365 (Active)" from Protocol Type pull-down menu. New fields appear, to be compiled with data acquired during Azure <u>App Registration</u> configuration: Application ID, Directory ID and Client Secret.

Then you need to create a DEDICATED email account in Office365 to allow fax users to send faxes through it.

Moreover, you the dedicated email account in below panel, with <u>proxy support</u> if required. Polling time dictates how often Imagicle Digital Fax polls dedicated fax account to check for new fax document to be sent.

General outgoing Fax settings	
Enable Outgoing Faxes	
	Save

Email to Fax settings	
Protocol Type	Office 365 (Active)
Application (client) ID	83557098-258a-48ea-b1d0-67cb3f95d79e
Directory (tenant) ID	969d5b92-bc05-403f-b576-97201b665e65
Client secret	•••••
Email Address	sendfax@imagicle.com
Proxy	No proxy 🗸
Poll server every	Change proxy settings 45 seconds
	Test settings Save

Troubleshooting

1. When you hit "Test settings" button, you get "Invalid credential" error message.

Possibile reasons:

- Invalid data entered.
- Not enough permission levels on Azure application.
- Dedicated email account does not exist or it is not accessible, due to restrictions applied on Azure portal.
- 2. When you hit "Test settings" button, you get "Server is not reachable" error message.

Possibile reasons:

- Internet is not available
- (outlook.office365.com and login.microsoftonline.com must be reachable)
- Wrong proxy settings
- 3. When you hit "Test settings" button, you get "An error has occured testing outgoing faxes Email to Fax setting." error message.

This is a generic error message, related to API crash during a call from Digital Fax web interface.

Using Gmail as Mail server to send faxes

It is possible to use the Google's cloud based mail server Gmail to send faxes using email.

The following steps will guide you through the configuration required on the Gmail inbox and Imagicle Digital Fax to make the integration possible:

Gmail configurations

1. Log in to you Gmail inbox, and click on the top right icon:



2. Click on the Security menu and make sure that 2-Steps Verification is turned on.

Google Account	Q Search Google Account			
Home		Signing in to Google		
Personal info				
Data & privacy				
Security		Password	Last changed 2:26 PM	>
People & sharing		2-Step Verification	🕑 On	>
Payments & subscription	ons	App passwords	1 password	>

- 3. Click on "App passwords" section, and enter the following data:
- App: Other
- Name: Imagicle UCS

Google Account	Q Search Google Account			
Home		Signing in to Google		
Personal info				* *
Data & privacy				
🔒 Security		Password	Last changed 2:26 PM	>
People & sharing		2-Step Verification	🥑 On	>
Payments & subscription	ons	App passwords	1 password	>

- 4. Take note of the <u>16 characters</u> generated password.
- 5. Go back to the home page and click on the clockwork on the top right, and then click on "See all settings":

	?	(***	F
Quick settings			\times	31
See all	settings			Ø

6. Click on "Forwarding and POP/IMAP" tab at the top:

Settings

Forwarding: Learn more	Add a forwarding address					
	Tip: You can also forward only some of your mail by creating a filter!					
POP download:	1. Status: POP is enabled for all mail					
Learn more	📂 💿 Enable POP for all mail (even mail that's already been downloaded)					
	 Enable POP for mail that arrives from now on 					
	○ Disable POP					
	2. When messages are accessed with POP keep Gmail's copy in the Inbox					
	3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail)					
	Configuration instructions					
IMAP access:	Status: IMAP is enabled					
(access Gmail from other clients using IMAP)	O Enable IMAP					
Learn more	○ Disable IMAP					
	When I mark a message in IMAP as deleted:					
	 Auto-Expunge on - Immediately update the server. (default) 					
	Auto-Expunge off - Wait for the client to update the server.					
	When a message is marked as deleted and expunged from the last visible IMAP folder:					
	 Archive the message (default) 					
	Move the message to the Trash					
	Immediately delete the message forever					
	Folder size limits					
	Do not limit the number of messages in an IMAP folder (default)					
	○ Limit IMAP folders to contain no more than this many messages 1,000 ✓					
	Configure your email client (e.g. Outlook, Thunderbird, iPhone)					
	Configuration instructions					

- 7. â Scroll down to POP download and enable the option "Enable POP for mail".
- 8. Optionally, you can also enable IMAP by going to "IMAP access" section and select "Enable IMAP".
- 9. Please make sure that POP3 and IMAP are enabled at enterprise level, by accessing Google Workspace admin portal. See below:

= 💽 Admin	Q Search for users, groups or settings		¢ 8 ⑦ ⅲ
Home	Apps > Google Workspace > Settings for Gmail >	End User Access	
Dashboard	M Gmail	Showing settings for users in Ma	inager
Devices	Groups	End User Access	·
 Werview ✓ Google Workspace 	Organizational Units Search for organizational units	POP and IMAP access Applied at 'Manager'	Enable IMAP access for all users: ON Enable POP access for all users: ON
Service status Calendar	- Manager	Google Workspace Sync Applied at 'Manager'	Enable Google Workspace Sync for Microsoft Outlook for my users: ON
Cloud Search Currents		Automatic forwarding Applied at 'Manager'	Allow users to automatically forward incoming email to another address: ON
Drive and Dood Gmail Google Chat and classic		Image URL proxy allowlist Applied at 'Manager'	Image URL patterns allowlist: OFF
Hangouts Google Meet Groups for Business		Allow per-user outbound gateways Applied at Manager	Allow users to send mail through an external SMTP server when configuring a 'from' address hosted outside your email domain: OFF
Jamboard Keep		Warn for external recipients Applied at 'Manager'	Highlight any external recipients in a conversation. Warn users before they reply to email with external recipients who aren't in their contacts. ON
Migrate			
Sites			

10. Click on "POP and IMAP access" and verify both methods are enabled for all users.

M Gmail		Showing settings for users in Manager			
Groups	~	End User Access		^	
Organizational Units	^	POP and IMAP access Applied at 'Manager' Enable IMAP access for a	all users		
Search for organizational units		Allow any mail client			
▼ Manager		O Restrict which mail o	lients users can use (OAuth mail clients only)		
		Comma separated I	ist of OAuth client lids (maximum 20)		
		Enable POP access for al Learn more Most changes take effect in You can view prior changes i	I users a few minutes. Learn more n the Audit log		
			CANCEL	SAVE	

Imagicle configurations

Digital Fax downloads emails from the Gmail inbox using either IMAP or POP3, then translates them into outgoing faxes. Below is a sample configuration of Gmail POP3:

Imagicle ApplicationSuite for Cisco UC	蓉	<u>lun</u> (\$			185			ų I⊠
Fax Server	Global Inbox G	Global Outbox Reports	s Scheduled Reports	Send a Fax	Inbox Outbox	Preferences)	Application Settings	Manage Service
« Back								
Mail to Fax settin	gs							
Enable Outgoing Fa	axes							
Email Address		imagiclefax@g	mail.com					
Server Name		pop.gmail.com						
Username		imagiclefaxl@g	mail.com					
Password								
Poll server every	S	5	seco	nds				
	Up	date Parameters Close	Test					

Password field must include the 16 characters password previously copied from Google web portal.

The same configuration can be applied for IMAP by just modifying the following parameters:

- 1. Server name: imap.gmail.com
- 2. Server port: 993

Spurious prefix in Subject field

If an email-to-fax transaction reaches Digital Fax, including an unexpected prefix in the Subject field, fax sending is aborted.

Starting from Imagicle 2022. Winter. 1 release, there's a setting to remove these spurious text from Subject field. Read <u>here</u> for more details.