



AlarmWorX64 Multimedia – Fax Agent Quick Start



APPLICATION NOTE

July 2011

Description: Guide to create a simple AlarmWorX64 Multimedia Fax agent menu

OS Requirement: Windows Server 2003 x64/Vista x64/ Server 2008 x64/Windows 7 x64/ Server 2008 R2 x64

General Requirement: Working knowledge of GENESIS64 AlarmWorX64 Multimedia and related terminology, fax modem installed and the driver, fax machine and a phone line for the connection to the fax machine.

Fax Agent Setup

Before you begin, you should make sure that UAC is turned off on your computer. You should also make sure that your fax modem is installed and tested to work.

The fax modem needs to be detectable by the system and also MMX. This can be achieved by going to the Control panel and then Hardware to make sure that it can see the modem. In AlarmWorX64 Multimedia Configurator, you can also go to the Telephony Agent → General Settings → Advanced, and make sure that the modem name is listed there.

1. Launch the Multimedia Configurator by selecting **Start → Programs → ICONICS → AlarmWorX64 Multimedia → Workbench**.
2. In the tree control on the left hand side, expand Alarm Configurations (AwMMX) → Configurations → Multimedia Agents → Fax.
3. Right-click on the Fax and select  Multimedia Agent Setting
4. We will configure this so that the alarm will use this fax agent item. You can give it any name you want for the media item. For this document, you can select the premade media template for fax (e.g. Default Fax). Ignore the Scheduling and the Role.
5. Enter a Fax number into “Send To Fax Number” field and eventually additional information like To/From/Sender Fax Number, then click Apply.

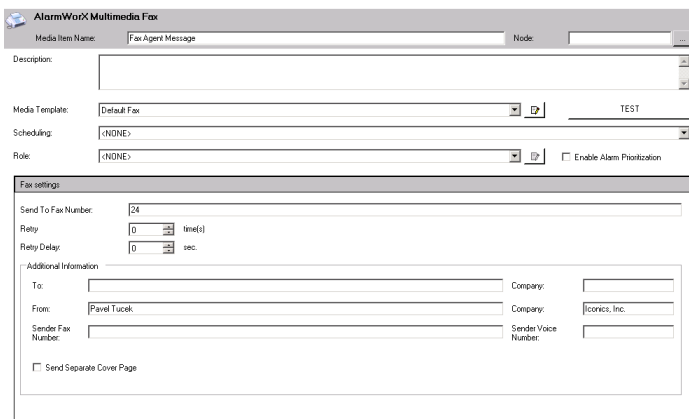


Figure 1 – Fax Agent Configuration

6. Hit Test to try the Fax Agent. It should open a new window to show you the progress of the test and if everything is working, you should hear the modem call out and send the fax message. After it is done, you should get a Test OK message.
7. The Fax agent is now configured and ready to work for you!

What Happens When a User Calls In?

1. Alarm comes in.
2. The Multimedia server will process the alarm and depending on the filter and the subscription, will trigger the fax agent.
3. Fax agent wakes up and communicates with the fax modem to call the fax and send the message.
4. After connection to the fax machine is established, message is sent out, then modem and the fax agent will be deactivated afterwards. Successful event will be sent to the journal log.