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The Inbound Routing Rule Management Guide

This chapter describes the various available routing rule set to manage the routing of inbound faxes to their respective user or user group.

Barcode Data

The barcode data routing option routes incoming faxes to their respective user or user group by reading and translating the data matrix barcode found on the transmitted fax pages to find an exact match.

- Logon to the FaxCore administrator panel and navigate to Global Settings > Inbound Routing to view the current list of inbound routing rules.
- 2. Click New to launch the Create Inbound Routing Rule window to begin specifying an inbound routing rule.
- 3. At the Forward Type option, specify the intended recipient type:
 - 3.1. If specified **User**, inbound faxes will be routed to a user.
 - 3.2. If specified **Group**, inbound faxes will be routed to a user group.
- 4. At the Forward Address field, select the user or user group where faxes should be routed to.
- At the Conditions option, specify Barcode Data followed by inputting the expected translated barcode data (Attribute field is case sensitive) for matching purposes.
- 6. Then click Set to append the routing condition to the Route String field.
- 7. At the Activate Route option, select the desired option for the inbound routing rule:
 - 7.1. If specified **Yes**, the routing rule upon creation will be made active and inbound faxes which meet the preset condition will be routed to the intended recipient.
 - 7.2. If specified **No**, the routing rule upon creation will be made inactive and inbound faxes which meet the preset condition will not be routed to the intended recipient.

			🛃 Save 🕂 Reset								
le			Inbound Routing Rule								
User		•	Forward Type	User						•	
Jeremy Tan (FCA Demo\.	ITAN)	Forward Address	Raymond Ton	ng (FCA D	emo\RT	ONG)					
Barcode Data	▼ unMessagingJTAN	AND -	Conditions	Barcode Data		•	unMessa	gingRTONG		OR 👻	
Barcode Data	•	Set		Barcode Data		•	rtong			Set	
[Barcode Data] = 'unMes	sagingJTAN'		Route String	[Barcode Data	a] = 'unMe	essaging	RTONG' OF	R [Barcode D	ata] = 'rto	ing'	
Yes		•	Activate Route	Yes						•	
200			Priority	150							
* higher number is higher	priority. (1-9999)			* higher number	er is highe	r priorit	y. (1-9999)				
king No		-	Allow Loopback Checking	No						•	
Yes		-	Route by time-based	Yes						•	
Sun Mon 1	Tues 🗌 Wed 🗌 Thurs	🗌 Fri 🗌 Sat	Days	Sun In	Mon 🔽	Tues	✓ Wed	✓ Thurs	🗆 Fri	Sat	
12:00 AM		Q	Start Time	12:00 AM						Ö	
11:00 AM		Q	End Time	12:00 AM						Ö	
	le User Jeremy Tan (FCA Demo). Barcode Data Barcode Data [Barcode Data] = 'unMes (Barcode Data] = 'unMes Ves 200 * higher number is higher No Yes Ø Sun Ø Mon 1 12:00 AM 11:00 AM	Ie User Jeremy Tan (FCA DemoUTAN) Barcode Data Implementation of the state of th	Ie User Jeremy Tan (FCA DemoUTAN) Barcode Data Implementation in the staging JTAN ANC Barcode Data Implementation is lighter priority. (1-9999) Implementation is lighter priority. (1-9999) Imple	Image: Constraint of the second s	Image: Save C Reset Image: Save C Re	Image: Image	Ie User ↓ Jeremy Tan (FCA DemoVITAN) Barcode Data ↓ unMessaging/TAN AND ↓ Barcode Data ↓ unMessaging/TAN ↓ Barcode Data ↓ unMessaging ↓ Barco	Image: Image	Image: Save C Reset Image: Save C Re	Image: Image	Image: Image

Figure 1.0.0 - Barcode routing; example 1.

Figure 2.0.0 - Barcode routing; example 2.

- 8. At the **Priority** field, specify an integer value between the numbers **1** and **9999** to determine the priority of the inbound routing rule where a higher value denotes a higher priority and vice versa.
- 9. At the Allow Loopback Checking option, select the desired option accordingly: (Applicable only for conditions based on Routing Digits.)
 - 9.1. If specified **Yes**, the recipient's fax number on all outbound fax messages will be checked against the inbound routing rule and if a match is found, these faxes are forwarded to the user or user groups bypassing

the PSTN altogether.

- 9.2. If specified **No**, the recipient's fax number on all outbound fax messages will not be checked against the inbound routing rule hence these faxes will be transmitted through the PSTN even though the recipient fax number may belong to the same server.
- 10. At the Route By Time-Based option, select the desired option accordingly:
 - 10.1. If specified **Yes**, the inbound routing rule will only be active during the period as specified in the additional configuration options presented below:
 - 10.1.1. At the **Days** option, check the corresponding boxes to determine which day the inbound routing rule will be active.
 - 10.1.2. At the Start Time option, specify the time the inbound routing rule will be active for the day.
 - 10.1.3. At the **End Time** option, specify the time the inbound routing rule will be deactivated for the day.
- 11. Upon finalizing the routing details, click Save to create the inbound routing rule.

Fax Port Number

The fax port number routing option routes incoming faxes to their respective user or user group based on the port number origin of the incoming fax call.

- 1. Logon to the FaxCore administrator panel and navigate to **Global Settings** > **Inbound Routing** to view the current list of inbound routing rules.
- 2. Click New to launch the Create Inbound Routing Rule window to begin specifying an inbound routing rule.
- 3. At the **Forward Type** option, specify the intended recipient type:
 - 3.1. If specified **User**, inbound faxes will be routed to a user.
 - 3.2. If specified **Group**, inbound faxes will be routed to a user group.
- 4. At the Forward Address field, select the user or user group where faxes should be routed to.
- At the Conditions option, specify Fax Port No followed by inputting the expected port of origin for these incoming faxes for matching purposes. Figure 3.0.0/4.0.0
- 6. Then click Set to append the routing condition to the Route String field.
- 7. At the Activate Route option, select the desired option for the inbound routing rule:
 - 7.1. If specified **Yes**, the routing rule upon creation will be made active and inbound faxes which meet the preset condition will be routed to the intended recipient.
 - 7.2. If specified **No**, the routing rule upon creation will be made inactive and inbound faxes which meet the preset condition will not be routed to the intended recipient.

a save C Reset				🛃 Save 🔿 Reset				
Inbound Routing Rule				Inbound Routing Rule				
Forward Type	Group		•	Forward Type	Group		•	
Forward Address	ACCDEPTJUL (SYSTEM)			Forward Address	FINCONG1 (SYSTEM)			
Conditions	Fax Port No 👻 0	0	ANC -	Conditions	Fax Port No	▼ 20	ANC -	
	Fax Port No	3	Set		Barcode Data	•	Set	
	[Fax Port No] = '0' AND [Fax Port No] = '3'				[Fax Port No] = '20'			
Route String	[Fax Port No] = '0' AND [F	ax Port No] = '3'		Route String	[Fax Port No] = '20'			
Route String Activate Route	[Fax Port No] = '0' AND [F	ax Port No] = '3'		Route String	[Fax Port No] = '20' Yes			
Route String Activate Route Priority	[Fax Port No] = '0' AND [F	ax Port No] = '3'		Route String Activate Route Priority	[Fax Port No] = '20' Yes 3500			
Route String Activate Route Priority	[Fax Port No] = '0' AND [F No 100 * higher number is higher p	ax Port No] = '3' riority. (1-9999)	•	Route String Activate Route Priority	[Fax Port No] = '20' Yes 3500 * higher number is higher	priority. (1-9999)		
Route String Activate Route Priority Allow Loopback Checking	[Fax Port No] = '0' AND [F No 100 No No	ax Port No] = '3' riority. (1-9999)	• •	Route String Activate Route Priority Allow Loopback Checking	[Fax Port No] = '20' Yes 3500 No	priority. (1-9999)		

Figure 2.0.0 - Fax port no routing; example 1.

Figure 3.0.0 - Fax port no routing; example 2.

- 8. At the **Priority** field, specify an integer value between the numbers **1** and **9999** to determine the priority of the inbound routing rule where a higher value denotes a higher priority and vice versa.
- 9. At the **Allow Loopback Checking** option, select the desired option accordingly: (Applicable only for conditions based on **Routing Digits**.)
 - 9.1. If specified **Yes**, the recipient's fax number on all outbound fax messages will be checked against the inbound routing rule and if a match is found, these faxes are then forwarded to the user or user groups bypassing the PSTN altogether.
 - 9.2. If specified **No**, the recipient's fax number on all outbound fax messages will not be checked against the inbound routing rule hence these faxes will be transmitted through the PSTN even though the recipient fax number may belong to the same server.
- 10. At the Route By Time-Based option, select the desired option accordingly:
 - 10.1. If specified **Yes**, the inbound routing rule will only be active during the period as specified in the additional configuration options presented below:
 - 10.1.1. At the **Days** option, check the corresponding boxes to determine which day the inbound routing rule will be active.
 - 10.1.2. At the Start Time option, specify the time the inbound routing rule will be active for the day.
 - 10.1.3. At the **End Time** option, specify the time the inbound routing rule will be deactivated for the day.
- 11. Upon finalizing the routing details, click **Save** to create the inbound routing rule.

Routing Digits

The routing digits routing option routes incoming faxes to their respective user or user group based on a partial or exact match of the called number.

- 1. Logon to the FaxCore administrator panel and navigate to **Global Settings** > **Inbound Routing** to view the current list of inbound routing rules.
- 2. Click **New** to launch the **Create Inbound Routing Rule** window to begin specifying an inbound routing rule.
- 3. At the Forward Type option, specify the intended recipient type:
 - 3.1. If specified **User**, inbound faxes will be routed to a user.
 - 3.2. If specified Group, inbound faxes will be routed to a user group.

- 4. At the Forward Address field, select the user or user group where faxes should be routed to.
- At the Conditions option, specify Routing Digits followed by inputting the called number with or without wildcard for matching purposes. Figure 5.0.0/6.0.0
- 6. Then click **Set** to append the routing condition to the **Route String** field.
- 7. At the Activate Route option, select the desired option for the inbound routing rule:
 - 7.1. If specified **Yes**, the routing rule upon creation will be made active and inbound faxes which meet the preset condition will be routed to the intended recipient.
 - 7.2. If specified **No**, the routing rule upon creation will be made inactive and inbound faxes which meet the preset condition will not be routed to the intended recipient.

			🛃 Save Reset						
			Inbound Routing Rule						
User		•	Forward Type	User					•
Jeremy Tan (FCA Demo\JTAN)		Forward Address	Raymond Tong	(FCA Demo\R	TONG)				
Routing Digits 🔹	7208704141	OR -	Conditions	Routing Digits	•	1720870	2900		ANC -
Routing Digits 🔹	*4141	Set		Fax Port No	•	15			Set
[Routing Digits] = '7208704141'	OR [Routing Digits] = '*4141'		Route String	[Routing Digits	= '1720870290	0' AND [Fai	x Port No] =	'15'	
Yes		•	Activate Route	Yes					-
200			Priority	1000					
higher number is higher priority	/. (1-9999)			* higher number	is higher priori	ty. (1-9999)			
Yes		•	Allow Loopback Checking	No					•
Yes		•	Route by time-based	Yes					•
🗌 Sun 🗹 Mon 🗹 Tues	☑ Wed □ Thurs □ Fri	Sat	Days	Sun 🗆 M	on 🗌 Tues	🗹 Wed	Thurs	🗹 Fri	🗹 Sat
8:00 AM		Ö	Start Time	1:00 AM					O
1:00 PM		Ö	End Time	8:00 PM					Ó
	User Jeremy Tan (FCA Demo\JTAN) Routing Digits Routing Digits [Routing Digits] = '7208704141' Yes 200 'higher number is higher priority Yes Sun I Mon I Tues 8:00 AM 1:00 PM	User Jeremy Tan (FCA Demo\UTAN) Routing Digits	User Jeremy Tan (FCA DemoVITAN) Routing Digits T208704141 Routing Digits T208704141 Routing Digits] = '7208704141' Routing Digits] = ''4141' Yes Yes Sun Mon Tues Wed Thurs Fri Sat No PM	User ▼ Reset User ▼ Routing Rule Permy Tan (FCA Demo\JTAN) Forward Address Routing Digits ▼ 7208704141 OR ▼ Routing Digits ▼ 4141 Set [Routing Digits] = '7208704141' OR [Routing Digits] = ''4141' Route String Yes ▼ 200 Priority higher number is higher priority. (1-9999) Yes Yes ▼ Sun	User Save C Reset User Forward Type User Jeremy Tan (FCA Demo/UTAN) Forward Address Raymond Tong Routing Digits 7208704141 OR Conditions Routing Digits Routing Digits * 1411 Set Fax Port No Routing Digits] Fax Port No IRouting Digits] * 7208704141' OR [Routing Digits] = **4141' Route String [Routing Digits] Yes Activate Route Yes 200 Priority 1000 'higher number is higher priority. (1-9999) * higher number Yes Allow Loopback Checking No Sun @ Mon @ Tues Wed Thurs Fri Sat 800 AM © Start Time 100 AM 100 PM © End Time 8:00 PM	West ✓ Reset User Forward Type User Inbound Routing Rule Forward Type Raymond Tong (FCA Demo\ITAN) Routing Digits ✓ 7208704141 OR ▼ Routing Digits ✓ 7208704141 OR ▼ Routing Digits ✓ 7208704141 OR ▼ Routing Digits ✓ 74141 Set Routing Digits] = '7208704141' OR [Routing Digits] = '*4141' Route String [Routing Digits] = '1720870290 Yes ✓ Activate Route Yes 200 Priority 1000 * 'Higher number is higher priority. (1-9999) ✓ Allow Loopback Checking No Yes ✓ Allow Loopback Checking No Yes Sun Mon ✓ Days Sun Mon Tues 800 AM ✓ ✓ End Time 8:00 PM	User Inbound Routing Rule Jeremy Tan (FCA Demo/UTAN) Forward Type User Routing Digits 7208704141 OR • Routing Digits * 14141 Set IRouting Digits * 14141 Set Routing Digits] = '7208704141' OR [Routing Digits] = '*4141' Route String [Routing Digits] = '17208702900' AND [Fa Yes • Activate Route Yes 200 • Priority 1000 'higher number is higher priority. (1-9999) • Allow Loopback Checking No Yes • • Days Saut Mon Tues Wed Thurs Fri Saut S00 AM OO OO Start Time 1.00 AM Mon Tues ØWed	User ◆ Reset User Forward Routing Rule Jeremy Tan (FCA Demo\JTAN) Forward Address Routing Digits 12208704141 OR Conditions Routing Digits "4141 Set Routing Digits IRouting Digits "4141 Set Routing Digits] = '7208704141' OR [Routing Digits] = ''4141' Route String [Routing Digits] = '17208702900' AND [Fax Port No] = Yes 200 Priority 'higher number is higher priority. (1-9999) Yes Sun Mon Tues Wed Thurs Suo AM © 100 PM ©	User Inbound Routing Rule User Forward Type Inbound Routing Rule Forward Type Seting Digits Routing Digits * Yes 200 * * Yes 200 * * * Yes 200 * * * * Sun Mon Tues Wed Thurs * Suo AM 100 PM

Figure 5.0.0 - Called number routing; example 1.

Figure 6.0.0 - Called number routing; example 2.

- 8. At the **Priority** field, specify an integer value between the numbers **1** and **9999** to determine the priority of the inbound routing rule where a higher value denotes a higher priority and vice versa.
- 9. At the **Allow Loopback Checking** option, select the desired option accordingly: (Applicable only for conditions based on **Routing Digits**.)
 - 9.1. If specified **Yes**, the recipient's fax number on all outbound fax messages will be checked against the inbound routing rule and if a match is found, these faxes are then forwarded to the user or user groups bypassing the PSTN altogether.
 - 9.2. If specified **No**, the recipient's fax number on all outbound fax messages will not be checked against the inbound routing rule hence these faxes will be transmitted through the PSTN even though the recipient fax number may belong to the same server.
- 10. At the Route By Time-Based option, select the desired option accordingly:
 - 10.1. If specified **Yes**, the inbound routing rule will only be active during the period as specified in the additional configuration options presented below:
 - 10.1.1. At the **Days** option, check the corresponding boxes to determine which day the inbound routing rule will be active.
 - 10.1.2. At the **Start Time** option, specify the time the inbound routing rule will be active for the day.
 - 10.1.3. At the End Time option, specify the time the inbound routing rule will be deactivated for the day.
- 11. Upon finalizing the routing details, click **Save** to create the inbound routing rule.

Caller ID

The caller ID routing option routes incoming faxes to their respective user or user group based on a partial or exact match of the calling number.

- 1. Logon to the FaxCore administrator panel and navigate to **Global Settings** > **Inbound Routing** to view the current list of inbound routing rules.
- 2. Click New to launch the Create Inbound Routing Rule window to begin specifying an inbound routing rule.
- 3. At the Forward Type option, specify the intended recipient type:
 - 3.1. If specified **User**, inbound faxes will be routed to a user.
 - 3.2. If specified **Group**, inbound faxes will be routed to a user group.
- 4. At the Forward Address field, select the user or user group where faxes should be routed to.
- At the Conditions option, specify Remote Caller ID followed by inputting the expected calling number with or without wildcard for matching purposes.
- 6. Then click **Set** to append the routing condition to the **Route String** field.
- 7. At the Activate Route option, select the desired option for the inbound routing rule:
 - 7.1. If specified **Yes**, the routing rule upon creation will be made active and inbound faxes which meet the preset condition will be routed to the intended recipient.
 - 7.2. If specified **No**, the routing rule upon creation will be made inactive and inbound faxes which meet the preset condition will not be routed to the intended recipient.

Save 🕂 Reset				🛃 Save 🕂 Reset				
Inbound Routing Rule				Inbound Routing Rule				
Forward Type	Group			Forward Type	Group			
Forward Address	ACCDEPTJUL (SYSTEM)			Forward Address	FINCONG1 (SYSTEM)			
Conditions	Remote Caller ID 👻	*5503535	ANC -	Conditions	Remote Caller ID 🔹	7205553000	OR -	
	Barcode Data	•	Set		Remote Caller ID 🔹	*5553000	Set	
Route String	[Remote Caller ID] = '*5503535'			Route String	[Remote Caller ID] = '7205553000' OR [Remote Caller ID] = '*5553000'			
Activate Route	Yes 100 * higher number is higher priority. (1-9999)			Activate Route	Yes 200 * higher number is higher priority. (1-9999)			
Priority				Priority				
Allow Loopback Checking	No			Allow Loopback Checking	No		•	
Route by time-based	No		•	Route by time-based	No			

Figure 7.0.0 - Calling number routing; example 1.

```
Figure 8.0.0 - Calling number routing; example 2.
```

- 8. At the **Priority** field, specify an integer value between the numbers **1** and **9999** to determine the priority of the inbound routing rule where a higher value denotes a higher priority and vice versa.
- 9. At the **Allow Loopback Checking** option, select the desired option accordingly: (Applicable only for conditions based on **Routing Digits**.)
 - 9.1. If specified **Yes**, the recipient's fax number on all outbound fax messages will be checked against the inbound routing rule and if a match is found, these faxes are then forwarded to the user or user groups bypassing the PSTN altogether.
 - 9.2. If specified **No**, the recipient's fax number on all outbound fax messages will not be checked against the inbound routing rule hence these faxes will be transmitted through the PSTN even though the recipient fax number may belong to the same server.

- 10. At the **Route By Time-Based** option, select the desired option accordingly:
 - 10.1. If specified **Yes**, the inbound routing rule will only be active during the period as specified in the additional configuration options presented below:
 - 10.1.1. At the **Days** option, check the corresponding boxes to determine which day the inbound routing rule will be active.
 - 10.1.2. At the Start Time option, specify the time the inbound routing rule will be active for the day.
 - 10.1.3. At the **End Time** option, specify the time the inbound routing rule will be deactivated for the day.
- 11. Upon finalizing the routing details, click Save to create the inbound routing rule.

CSID

The CSID routing option routes incoming faxes to their respective user or user group based on the CSID value of the calling party's fax machine.

- 1. Logon to the FaxCore administrator panel and navigate to **Global Settings** > **Inbound Routing** to view the current list of inbound routing rules.
- 2. Click New to launch the Create Inbound Routing Rule window to begin specifying an inbound routing rule.
- 3. At the Forward Type option, specify the intended recipient type:
 - 3.1. If specified **User**, inbound faxes will be routed to a user.
 - 3.2. If specified Group, inbound faxes will be routed to a user group.
- 4. At the Forward Address field, select the user or user group where faxes should be routed to.
- At the Conditions option, specify Remote CSID followed by inputting the calling party's fax machine CSID value for matching purposes. Figure 9.0.0/10.0.0
- 6. Then click **Set** to append the routing condition to the **Route String** field.
- 7. At the **Activate Route** option, select the desired option for the inbound routing rule:
 - 7.1. If specified **Yes**, the routing rule upon creation will be made active and inbound faxes which meet the preset condition will be routed to the intended recipient.
 - 7.2. If specified **No**, the routing rule upon creation will be made inactive and inbound faxes which meet the preset condition will not be routed to the intended recipient.

Save 🕂 Reset				🛃 Save				
Inbound Routing Rule				Inbound Routing Rule				
Forward Type	User		-	Forward Type	User Jeremy Tan (FCA Demo\UTAN)			
Forward Address	Raymond Tong (FCA Der	no\RTONG)		Forward Address				
Conditions	Remote CSID	FAXCORE	ANE - Conditions	Conditions	Remote CSID	 ANTEX LLC. 	OR 🔻	
	Barcode Data	•	Set		Remote CSID	▼ TUSCANY Inc.	Set	
Route String	[Remote CSID] = 'FAXCOI	RE'		Route String	[Remote CSID] = 'ANTEX LLC.' OR [Remote CSID] = 'TUSCANY Inc.'			
Activate Route	Yes ▼ 100 ▼			Activate Route Priority	Yes • 300			
Priority								
	* higher number is higher	priority. (1-9999)			* higher number is higher priority. (1-9999)			
Allow Loopback Checking	No			Allow Loopback Checking	ng No			
	[Poute by time-baced	NI-			

Figure 9.0.0 - CSID routing; example 1.

Figure 10.0.0 - CSID routing; example 2.

- 8. At the **Priority** field, specify an integer value between the numbers **1** and **9999** to determine the priority of the inbound routing rule where a higher value denotes a higher priority and vice versa.
- 9. At the **Allow Loopback Checking** option, select the desired option accordingly: (Applicable only for conditions based on **Routing Digits**.)
 - 9.1. If specified **Yes**, the recipient's fax number on all outbound fax messages will be checked against the inbound routing rule and if a match is found, these faxes are then forwarded to the user or user groups bypassing the PSTN altogether.
 - 9.2. If specified **No**, the recipient's fax number on all outbound fax messages will not be checked against the inbound routing rule hence these faxes will be transmitted through the PSTN even though the recipient fax number may belong to the same server.
- 10. At the Route By Time-Based option, select the desired option accordingly:
 - 10.1. If specified **Yes**, the inbound routing rule will only be active during the period as specified in the additional configuration options presented below:
 - 10.1.1. At the **Days** option, check the corresponding boxes to determine which day the inbound routing rule will be active.
 - 10.1.2. At the Start Time option, specify the time the inbound routing rule will be active for the day.
 - 10.1.3. At the End Time option, specify the time the inbound routing rule will be deactivated for the day.
- 11. Upon finalizing the routing details, click **Save** to create the inbound routing rule.