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How To Run MS Phone's Answering Machine and MS Fax At the Same Time

MS Phone's Answering Machine and MS Fax work together by using MS Operator, which answers phone calls and routes them to the appropriate program. All three programs must be active and configured correctly for these applications to work together.

When MSPhone is running, it will either appear as the phone window on your screen, or will be minimized on the taskbar.

When MS Fax is running, a gray fax icon will appear in the right side of taskbar.

When Operator is running, a yellow telephone handset icon will appear in the right side of taskbar.

Placing the cursor on the Operator icon should display the words "Monitoring line for VOICE, FAX" when all three programs are running.

If the Operator icon displays the words "Idle, not monitoring line," then the configuration is not correct and must be adjusted. If both fax and phone are active, (and therefore present on the taskbar) the most likely reason for the incorrect message is that the fax is configured for a the Game and Data line, the default but incorrect setting.

There are many possible ways to configure MS Phone, Fax and Operator. Here is a typical setup procedure:

1. Close VAIO Space if open.
2. From the START button, open the Start Menu and select Programs.
3. From programs, open Microsoft Phone.
4. Click on the "Options" choice on the menu bar.
5. Click on "Phone Properties."
6. Click on the "Answer" tab.
7. The number of rings in this dialog box are set to 12, 4, and 2.
8. Click OK to close dialog box.
9. Click on the Tools choice on the Microsoft Phone menu bar.
10. Click on "Connect Using."
11. Select "Modem Voice & Fax Line"
12. Click on the "Line Properties" button.
13. Verify COM 5 is selected.
14. Click OK to close dialog box.
15. Click on the "Fax Properties" button.

16. Click on the "Modem" tab.
17. Select "Modem Voice & Fax Line."
18. Click on "Set As Active Fax Modem."
19. Click on the "Properties" button.
20. In "Answer Mode" area, select either "Manual" or "Answer after 2 rings."

21. Click on OK to close Fax Modem Properties.
22. Click on OK to close Microsoft Fax Properties.
23. Click on OK to close Connect Using box.
24. Close MS Phone

25. Open MS Operator. If it is on your taskbar, double-click on the Operator icon to open Microsoft Operator Agent and go to Step 33.
If there is no icon, do the following:
26. From the Start Menu, select Programs/Accessories/Operator.
27. Click on "Next" on the first three Microsoft Operator Wizard dialog boxes.
28. Highlight "Data" and move it down two levels by clicking twice on the "Move Down" button. Data should now be listed last.
29. Click on "Next."
30. Click on "Next."

31. Click on "Finish."
32. Double-click on the operator icon to open the Microsoft Operator Agent dialog box.
33. Select "Don't play greeting, route call immediately."
34. Click on "Properties."
35. Click on "Call Routing Priorities."

36. Click on "Next."
37. Click on "Next."
38. Confirm "Data" is listed last. If not, move it until it is. Click "Next."
39. Click on "Finish."
40. Click on "OK."

41. Click on "OK."
42. Open Microsoft Phone.
43. Minimize Microsoft Phone so that it appears on the taskbar.
44. Place the cursor on the Operator icon. The words "Monitoring line for VOICE, FAX" should appear.

MS Fax Note: MS Fax, although it works closely with MS Phone, is actually part of Microsoft Messaging (Microsoft Exchange). Microsoft Messaging must be installed on your computer for MS Fax to operate. For a description on how to set up MS Fax, consult web document "How to send and receive faxes with the Sony PC."

Profile Note: A complete Microsoft Messaging profile is created when you first set up Microsoft Phone. However, if you delete services from your profile or select a different profile, you may not have access to all the features needed.

Microsoft Fax and Personal Folders must be present for phone and fax to work together. You need Personal Folders for Answering Machine to store your voice and fax messages. You need Microsoft Fax to run Fax.

To check your profile while in MS Phone, click on Options, then click on Phone Properties. Click on the Messages tab. The profile name is displayed and can be changed in the Message Storage Area.