A system and method for facilitating facsimile transmissions has one or more store and forward facilities, each associated with a plurality of subscriber facsimile machines, typically coupled over the switched telephone network. The store and forward facilities include a computer for controlling operations and mass data storage equipment. A subscriber to the system delivers an outgoing facsimile message to the store and forward facility with which it is associated, which records the fax message together with data as to originating facsimile machine and destination facsimile machine. The store and forward facility then delivers the facsimile message to the intended receiver facsimile machine, either directly or through another store and forward facility. If unsuccessful on an initial attempt, the store and forward facility periodically retries to send the facsimile message.

The system also provides spooling of all facsimile messages for an intended receiver machine, which are all transmitted upon making connection with the receiver machine. Subscriber mailboxes are provided as part of the mass storage, which can be accessed by a subscriber to have his messages delivered to any facsimile machine he designates. Secure facsimile transmission is achieved through use of subscriber PIN numbers. Broadcasting, redirecting messages and cost accounting can also be achieved by the system and method.

39 Claims, 9 Drawing Sheets
TO STATUS AND CONTROL UNIT

FROM ORIGINATE FUNCTION

81  ORDINARY LOCAL LINES

83  LOCAL INTERFACE

84  STATUS AND CONTROL INTERFACE

85  ANSWER HOST COMPUTER

87  MASS STORAGE UNITS

88  FAX DATA DELIVERY QUEUES

89  MAILBOX DELIVERY QUEUES

90  TRANSACTION FILES & OTHER FILES

92  INBOUND CONTROL

94  LOCAL LOOP-BACK INTERFACE

95  LONG-DISTANCE TRUNKS

FIG. 4.
INCOMING CALL DETECTED

ON-NET CALL?

YES

BILL TO DESTINATION SUBSCRIBER

BILL TO ORIGINATING SUBSCRIBER

NO

FAX CALL?

YES

BILL TO DESTINATION SUBSCRIBER

BILL TO ORIGINATING SUBSCRIBER

ENTER MAIL BOX SERVICE SYSTEM

FAX CALL?

NO

PRESENT VOICE PROMPT MENU

ACCEPT USER KEY/VOICE RESPONSES

SELECT CHOICE

CALLS WAITING?

RELEASE QUEUE

MANIPULATE QUEUE

OPENING FAX DIALOGUE

GET ORIGinate & DESTINATION CALL PARAMETERS

OPEN FAX DATA & TRANSACTION FILES

STORE CALL & FILE PARAMETERS

SEND CALL PARAMETERS TO OUTBOUND CONTROL

A

B

Fig. 5a.
A

121

PARSE SYSTEM CONTROL COMMANDS

122

SEND COMMANDS TO SYSTEM STATUS AND CONTROL

B

125

GET INCOMING FAX DATA

126

STORE TO FAX DATA FILE

127

SEND TO OUTBOUND CONTROL DATA BUFFER

128

FAX DATA DONE?

129

YES

YES

OUTBOUND CONNECT?

131

SEND ACCEPTANCE REPORT TO ORIGINATOR

132

SEND DELIVERY REPORT TO ORIGINATOR

133

UPDATE TRANSACTION FILE

134

CALL ACCEPTANCE COMPLETE

MAILBOX SERVICE COMPLETE

Fig. 5b.
INCOMING TRUNK CALL DETECTED

OPEN/APPEND FAX DATA & TRANSACTION FILES

STORE CALL AND FILE PARAMETERS

SEND CALL PARAMETERS TO LOCAL INTERFACE

GET INCOMING FAX DATA

STORE TO MAILBOX QUEUE FILE

SEND POSTING REPORT TO SYSTEM STATUS

SEND "MESSAGE WAITING" TO DEFAULT FAX

MAIL BOX CALL?

GET INCOMING FAX DATA

STORE TO FAX QUEUE FILE

SEND TO LOCAL INTERFACE DATA BUFFER

FAX DATA DONE?

YES

NO

DONE?
Fig. 6b.
INCOMING CALL DETECTED

PRESENT VOICE PROMPT MENU

ACCEPT USER KEY/VOICE RESPONSES

SELECT CHOICE

SEEK MESSAGE STATUS

MANIPULATE QUEUE

FORWARD FILES

PARSE SYSTEM CONTROL COMMANDS

SEND COMMANDS TO SYSTEM STATUS AND CONTROL

GENERAL SERVICE COMPLETE

FIG. 7.
FACSIMILE TELECOMMUNICATIONS SYSTEM AND METHOD

FIELD OF THE INVENTION

The field of this invention is telecommunications systems used in connection with facsimile transmissions. More specifically, this invention relates to a system and method for enhancing ease of facsimile transmissions and providing features relative to facsimile transmissions not heretofore available.

BACKGROUND OF THE INVENTION

The electronic transmission of documents by way of facsimile (fax) systems employing public and private switched telephone networks has become both commonplace and, often, an essential component in many business activities. In such a setting, it is very common for the fax terminals (fax machines) to be kept quite busy during a major fraction of the business day. Moreover, where sender and recipient are in different time zones, the "business day" can approach 24 hours, particularly in international activities. It is common for fax users to "broadcast" documents to a number of different recipients, that is, send the same message to several different fax machines. It is also true that the contents of some faxed documents are of such a sensitive nature that the originator or addressee would like to have a measure of control over who might see those documents as they move from the receiving machine to the hands of the actual addressee.

These circumstances present a number of practical problems for a fax user. In order to make a successful fax transmission it is necessary that the receiving machine be available at the time that the transmitting machine attempts to contact it. If the receiving machine is already in use handling another message, the transmitter will receive a "busy" signal. The originator's only recourse is to continue initiating telephone calls until contact can be established. This is a "hit or miss" process at best and can be very wasteful of the originating operator's time.

Some, rather expensive, fax machines have digital memories which will allow them to memorize the document to be transmitted and to be programmed to make multiple redials in an effort to establish contact in an automatic way. However, this is limited to only one or two documents and, more importantly, it ties up the transmitting machine until the effort is successful or abandoned. This is hardly an acceptable solution if that machine has other documents to send or receive. There are other conditions which can result in a failure to transmit even though a telephone connection has been established. Perhaps the most common of these is the absence of paper in the receiving machine. In such situations, repeated attempts to "redial" will lead to repeated toll charges with each attempt, with no actual success until the receiving machine is serviced (which may be some time if the machine is operating unattended because it is nighttime half-way around the world).

Busy machines which are destined to receive messages are affected by the converse problem. Since they and the prospective transmitting machines must engage in (perhaps, automated) "telephone tag", they are used very inefficiently. When a transmitting machine gets a busy signal, even if it automatically redials, it can only guess at when the receiving machine will be available.

Thus, the receiving machine will likely remain idle for some fraction of the time until such an attempt is made.

The practice of broadcasting documents to a number of addressees obviously compounds these problems and adds still others of its own. Even if one does not encounter busy signals or impaired machines, convenient broadcasting demands an expensive memory-type fax machine on the transmitting end. Such machines read in the document once and then proceed to automatically dial the various recipient machines. This process ties up the sending machine and its telephone line and makes them unavailable for incoming calls. This, of course, exacerbates the busy signal problem for those units trying to contact the sending machine.

The security of sensitive documents is still another problem. Once contact is established between two fax machines, the transmission of the document proceeds automatically, irrespective of who may be standing by the receiving machine at the time. In a busy office, the contents of these documents are accessible to the fax operator and anyone else who happens to be in the vicinity.

It is also common for individuals to wish to deliver fax documents to a recipient who is not currently available through a known machine (e.g., a person on a business trip). This is a very inconvenient situation in that it requires that the paper documents be held until the traveler phones in from a remote machine. It further requires that there be someone available at that time who has knowledge of and access to the documents intended for the recipient.

Still another concern is adequate accounting control over the billing of calls. Typically, many businesses wish to be able to track the costs of both fax machine use and the associated telephone charges. While telephone charges can be ascribed from telephone company records, in the present environment these must be related to records of the number of pages transmitted per call and so forth, separately maintained by the fax machine or its attendants.

SUMMARY OF THE INVENTION

The objects of this invention are to address these many shortcomings of present fax systems and to provide an integrated system for their solution. Furthermore, the intention is to achieve this in a way which is fundamentally compatible with existing fax terminal machines. The basic approach is to provide special computer-based fax Store And Forward Facilities (SAFF's) as an integral part of a switched telephone network system. All fax transmissions entered into the network are routed to such a facility, typically geographically near the originating machine, where they are temporarily stored or "spooled" by the computer in a mass storage buffer, such as a magnetic disk.

The fax message from the originating machine is intended for a destination machine, which may or may not be in a position to immediately answer the call. If the destination machine is within the service region of that SAFF, the system then proceeds to attempt to call the destination fax machine. If the destination machine is within the service area of a different SAFF, the system forwards the fax document data to that facility by long-distance lines, in which case this second facility attempts to call the destination machine. In either case, if contact is established and the message is delivered immediately, the system directs a printed report back to
the originating fax machine confirming delivery to the
destination machine, and other pertinent data.

If, on the other hand, the delivery cannot be com-
pleted immediately due to a busy signal, a machine fault
(e.g., receiving machine out of paper) or any other
reason, the spoold document is saved and the system
makes periodic attempts to contact the destination ma-
chine and complete the transmission.

In the meantime, the system sends a printed report
back to the originating machine acknowledging that the
message has been entered into the system, indicating
the reason the delivery is being delayed, stating the proto-
col the system will take to deliver the message, and
providing a reference number or "Message Code"
which identifies the message and may be used at a later
time to trace the status of the document.

Placing the delivering spoofing system geographi-
cally near the destination machine has the advantage of
more economical use of any long-distance lines that
may be involved. These lines are used only to move
the message from the originator to the spoofing system in
the vicinity of the destination, which is virtually certain
to be successful on the first try. Subsequent attempts to
call the destination machine can be handled more or
less locally and need not tie up the bulk of the long-dis-
tance facilities.

If the delayed delivery is ultimately successful, the
system will send a printed delivery report to the origi-
nating machine. On the other hand, if the delivery at-
tempts protocol has gone through its whole cycle with-
out success, a report will be sent to the originator in-
dicating that the delivery procedure has failed and re-
questing instructions as to how to proceed (e.g. try
again, redirect the message to an alternate number, or
delete the message).

An important feature of the system is that it recog-
nizes all of the documents that are spoofed in the system
at a given time for a given destination machine. These
are identified and linked together to form a message
queue for that machine. In this way, once contact is
established, all of the waiting messages can be
"dumped" to that machine in a continuous batch. Fur-
thermore, if new messages arrive while that dump is
occurring, they are simply appended to the end of the
active queue and are transmitted when their turn comes.
This has the advantage of greatly enhancing the utiliza-
tion efficiency of a busy destination machine.

Since all outgoing fax documents are temporarily
stored at the facility near the originating machine, it is
also practical to provide for automatic broadcasting of
documents to multiple destinations. Lists of "broadcast
groups" of phone numbers can be programmed into the
facility by users, or a list of destination phone numbers
entered "by hand" at the time of a call. The SAFF can
then broadcast the message to every machine of the
selected list. This is a great advantage to broadcast users
in that they need only tie up their machines for one
outgoing transmission, the one to the SAFF. The SAFF
copies the message to all of the destination machines as
outlined above. In the meantime, the originating ma-
chine is available for receiving or transmitting other
documents.

Similarly, since the documents are stored near the
originator, the system can permit messages which have
already been sent to be copied to other destinations after
the fact, without the necessity of resenting the message
to the SAFF. Likewise, since the messages are also
spoold in a facility near the destination, the system also
provides the recipient with the option of forwarding or
redirecting documents to still other destinations, as if
the recipient were the originator. The system can also
accept and store messages destined for a fictitious desti-
nation or "Mail Box". Thus, individuals who are travel-
ing can, at their convenience, dial into the system and
pick up any waiting documents.

Closely akin to these features is the ability to have the
originator of a transmission include the require-
ment that the recipient provide a security code, such as a PIN
number, in order to release the document from the
spool to the destination machine. In this case, the SAFF
sends a written report to the destination machine advis-
ing that a secure message is waiting for a particular
recipient and the fax identification of the originating
machine. The recipient must then call in to the SAFF
and key in the security code to initiate the delivery of
the document. Since the document is spoofed, the deliv-
erly easily may be delayed until the recipient is available
to supply the code.

Finally, since the documents and their delivery are
both under the control of the telephone system, as a
special service the telephone call accounting system can
provide both time and charges for the telephone ser-
dices rendered and fax information, such as pages trans-
mited, sorted according to the originator’s clients. This
can greatly facilitate the fax user who wishes to do cost
accounting or to bill clients for costs incurred.

BRIEF DESCRIPTION OF THE DRAWINGS

Other objects and advantages of the present invention
will be apparent from the following Detailed Descrip-
tion of the preferred embodiments thereof and from the
attached Drawings of which:

FIG. 1 illustrates the inter-relationships of the prin-
cipal elements of a connection between two SAFFs.

FIG. 2 shows a more detailed view of the various
systems within a single SAFF, such as those shown in
FIG. 1.

FIG. 3 illustrates the major components of the Origin-
ate Function in the SAFFs shown in FIGS. 1 and 2.

FIG. 4 illustrates the major components of the An-
swer Function in the SAFFs shown in FIGS. 1 and 2.

FIGS. 5a and b show a flow chart describing the
general processing steps required to handle a fax or
voice message incoming to the Originate Function of a
SAFF, as described particularly in FIGS. 2 and 3.

FIGS. 6a and b show a flow chart describing the
general processing steps required to handle the delivery
of a fax message incoming to the Answer Function of a
SAFF, as described particularly in FIGS. 2 and 4.

FIG. 7 shows a flow chart of the general processing
steps required to handle a service request in the General
Service unit of a SAFF, as described particularly in
FIG. 2.

DETAILED DESCRIPTION

Introduction

The preferred embodiment of this invention is a mul-
iti-function, interactive facsimile transmission system
which is integrated into a switched telephone distribu-
tion network, where “network” is taken broadly to
mean the entire system required to complete a commu-
nication from an originator to an answerer. This em-
bodiment provides a comprehensive computerized fax
message management system based on automated fax
Store And Forward Facilities (SAFF) embedded in the
network. This system requires no modifications to existing facsimile machines, but rather, relies on the network to provide the enhanced services.

The system contains several components which actually transmit the fax messages and related information, provide written fax reports to users about the status of messages within the system, allow user intervention in the sequence of automatic actions of the system, provide an accounting of services rendered for both the customer and the telephone company, and control and supervise all of these activities.

In the preferred embodiment, it is presumed that the SAFF's are placed at the interface between the local telephone delivery system and the long-distance delivery system, as indicated in FIGS. 1 and 2. In this setting, the SAFF system can be controlled and its services offered by either one. However, it is obvious that useful systems can be constructed where the SAFF exists as close to the user as a component of his or her own in-house telephone system (such as a PBX or Centrex) or as remotely as a single, independent, stand-alone SAFF serving a wide geographical area. It is also obvious that commercially viable systems can be constructed which provide subsets of the features of the preferred embodiment. The choice of site/control setting and service features might be driven by any number of economic, market, or legal considerations, which would mitigate toward offering the system at an alternate location in the network, or in a "stripped down" form.

To more clearly understand the present invention, it is useful to consider the manner in which a fax transmission occurs in the traditional setting. Here the communication between two machines is initiated when the destination machine answers a telephone call directly from the originating machine. Typically, there is an exchange of digital data identifying the sending and receiving machines to each other and establishing the fax mode or format to be used. If this exchange is satisfactory, then the actual image transmission takes place. Otherwise, the call is terminated, usually with some form of written diagnostic to the respective users.

Message Interception

In the present invention, all fax transmissions initiated by a subscriber to the fax management system are first intercepted by an "originator" SAFF; that is, the SAFF which directly services the originating fax machine. FIG. 1 shows two exemplary SAFFs 8 and 18, with interconnections between the SAFFs and with subscriber fax machines being diagrammatically indicated. Thus in FIG. 1, the SAFF 8 includes an originate function 9 coupled over telephone lines 4 to originating fax machines 1. Likewise, the SAFF 18 includes an originate function 22 coupled over telephone lines 26 to originating fax machines 28. Each of the SAFFs 8 and 18 also includes respective answer function blocks 12 and 19 respectively connected over telephone lines 6, 24 to fax machines 3, 28. Each of the SAFFs 8, 18 also includes service interfaces 10, 21 coupled via telephone lines 5, 25 to telephones 29. The function and purpose of the service interfaces is more fully explained herewith, and they are under control of status and control blocks 11 and 21.

Access to the system of FIG. 1 can be obtained much the same as access to a specific long-distance company's network. That is, subscribers such as 1 in FIG. 1 can dial a unique access code at the time a call is initiated, or a telephone line dedicated to a fax terminal may be permanently routed to the SAFF system. In this case, the SAFF 8 of FIG. 1. Either way, one accesses SAFF 8 then answers the phone in place of the destination machine, such as one of 28 shown in FIG. 1 as serviced by SAFF 18. For the moment, this SAFF 8 near the originator becomes the "proxy" for the destination machine 28. While noting the actual destination telephone number, the SAFF 8 engages the originating machine in the same digital dialogue that would have occurred if a direct connection to the destination machine had actually been made. Thus, it echoes back the destination telephone number, to identify the preferred destination machine, and agrees to accept the fax format requested by the originating machine.

This causes the originating machine 1 to respond by transmitting the fax document image data. The originating machine's identification, the destination machine's telephone number, the fax format, and the document image data are all stored on a mass storage device 67 (in FIG. 3), such as a computer magnetic disk unit. Furthermore, a unique alphameric Message Code is assigned to the block of data to identify it while it is resident in the SAFF system. This Message Code is related to the file name for the stored data.

Delivery

At this point the SAFF 8 initiates two actions. The first is to generate an "Acceptance Record" of the transaction to this point. This record, in one form or another, will be returned to the originator as will be described below. The second step is to begin to deliver the fax message to the destination machine 28.

The details of the delivery process depend to some degree on the geographic location of the destination within the network. A single SAFF can, in principle, service a broad geographical area. However, in the preferred embodiment, communications beyond a certain limiting distance involve at least two SAFFs, one near the originator and the other, a "destination SAFF", 18 near the recipient 28 of the document. The choice of one, two, or more SAFFs is determined by network economics, or other considerations, and is not essential to the invention.

For the sake of this discussion, we will define a "local" message to imply that the originating and the destination machines are serviced by the same SAFF. (Although, this does not preclude the possibility that the two machines are some considerable distance apart and connected by a toll call.) On the other hand, we will define a "long-distance" message to mean that the originating and destination fax machines are serviced by different SAFFs and, thus, one SAFF must exchange data with the other, perhaps through intermediaries. Similarly, the term "near" used in connection with a SAFF refers to being within the service area of that SAFF.

Each SAFF 8, 18 has two clearly defined roles: the "Originate Function" 9, 22 for handling data with an originating machine, and the "Answer Function" 19, 12 for handling data with a destination machine. The details of these two subsystems are illustrated in FIGS. 3 and 4 respectively. In the local message mode, the connection between the originate function, such as 9, and the answer function, such as 12, is linked within the single SAFF 8 by way of a Local Call Loop-back con-
connection 13, between the two Functions. In the long-distance mode, the Originate Function 9 of SAFF 8, near the originator, is linked to the Answer Function 19 of another SAFF 18, near the destination, by long-distance lines, such as 14, or 16 for SAFF 18. Thus, processing a long-distance message involves the same basic steps as a local message, except that the activity is shared interactively between at least two different S Affs.

Originate Function

With this understanding of SAFF functions, the following detailed discussion will illustrate the operation of the system in the long-distance case, since it is the more complex, and therefore provides a more comprehensive example. FIGS. 1, 2, 3, and 4 all show elements of the SAFF system in varying degrees of detail and all will be referred to in the following. It will be noted that some critical elements are shown in more than one of the Figures.

As an example, it is assumed that one of the subscribers 1 attached to SAFF 8 wishes to send a fax message to one of the subscribers 28 attached to SAFF 18. The subscriber 1 places the call to the destination machine 28 which is routed over SAFF Directed Lines 4 to the Originate Function 9 of SAFF 8. These signals originate within the SAFF system and they are picked up by the On-net Interface 64 which is part of the Originate Function, as shown in FIG. 3. This Interface signals the Originate Host Computer 70 of the incoming call and the Host responds by directing the incoming data to a Mass Storage Unit 67 where it is stored in a file 68.

During this storage process the Host directs two other activities. It creates a status record file 69 (FIG. 3) in mass storage, recording the time and date of the origination, the telephone number of the calling machine, the telephone number of the destination machine, any security or other special services requested, various housekeeping information, and it assigns the Message Code number which locates not only the status file but also the fax data file associated with it. The Host also passes the destination machine's telephone number to the Outbound Control unit 74 which proceeds to connect the originating SAFF 8 with the nearest available SAFF 18 to the destination through a long-distance interface 75 over long-distance circuits 79 (14 in FIG. 1). In the process of establishing this connection, the Outbound Control unit employs an algorithm which examines the number and kind of available trunk resources and chooses the most efficient combination of these lines for the task required.

Answer Function

The originating SAFF 8 then proceeds to transmit the originator and destination telephone numbers, the stored fax image, the Message Code, and other housekeeping data to the destination SAFF 18. These data are sent by the most expedient mechanism offered by the long-distance service. For example, if this service employs digital communications, the fax data may well be transmitted at a significantly higher rate than it was originally received into the system.

The fax data is received by the Long-distance Interface 95 (FIG. 4) in the Answer Function 19 of the destination SAFF. This unit signals the Answer Host Computer 85 of the incoming data. The Host then routes these data to its Mass Storage facility 87. (It should be noted for later reference that the originator SAFF and the destination SAFF now both have a copy of these data.) The Host notes whether other messages are pending for the destination machine and either opens a Delivery Queue file 86, or appends the new message to the existing Queue File.

The Host also records the arrival time and other pertinent information about the fax message in a Call Status file 90 in Mass Storage unit 87, and sends a status update back to the originating SAFF 8 by way of the Status and Control Interface 84, and the System Status 10 and Control Unit 11 via Long-distance Trunks 15.

It then signals the Local Interface 83 to dial the destination machine's (81 in FIG. 4) telephone number on ordinary outgoing local lines 24, 82. If the destination fax's line is available, the destination SAFF now becomes the proxy for the originating fax machine and engages the destination machine in the necessary preliminary digital dialogue.

If this is successful, the document image, including the source and destination identification information, the Message Code, and the entry and delivery times, is played back from storage and delivered to the destination. A "Delivery Record" is then created by the Answer Host 85 which indicates the date and time of delivery, and any other pertinent data. The Delivery Record is sent back to the originating SAFF 8, again by way of the Status and Control Interface 84, and the System Status and Control Unit 11, via Long-distance Trunks 15. This sequence is then appended to the previously described Acceptance Record to form a complete "Transaction File". The originating SAFF 8 then sends this file, as a delivery receipt or report, back to the originating machine 1, 60, as a fax document.

If the delivery machine is busy, or the contact fails for some other reason, the destination SAFF's Host Computer 85 will enter a sequence whereby it will attempt to contact the destination machine and transmit the document on a predetermined schedule for a specific period of time or number of tries. As this sequence is entered, a "Retry Record" is generated documenting the situation and the system's response to it. This record contains the reason that the delivery was delayed and it indicates which protocol the system will use to attempt to deliver the message. This is transmitted back to the originating SAFF 8, as described above, and appended to the previously described Acceptance Record to form a Transaction File which is then sent as a fax message back to the originator. The assigned Message Code is a part of every transaction report and may be used at any time to trace the status of undelivered documents, as will be described shortly.

If the retry effort is ultimately successful, a Delivery Record is appended to the Transaction File which is sent back to the originating machine. If the effort fails after reaching the predetermined limit, this is also recorded, appended, and sent back to the originator. In this case, the originator is given the option of dialing back into the system within a certain length of time (typically several hours) and instructing the destination SAFF as to how to dispose of the document (e.g. repeat retry sequence, forward to a different telephone number, or delete the message).

This process is handled by using an ordinary touch-tone phone to dial a multipurpose (perhaps, toll free) fax system "Service Number"; which will be referred to here and in later sections. This might be a unique number for every SAFF, or it might be a standardized number common to many localities, except perhaps for area
This Service Number is answered by the General Service Control units (10 in FIG. 1, 50 in FIG. 2) of the SAFF to which the call is directed. This unit contains an automated voice response system that presents a menu of the available services and prompts the user to select the desired choices by pressing particular numbers on the touchtone keypad. In an advanced embodiment, a computer-based voice recognition system replaces the keypad and accepts verbal commands in a conversational way.

The General Service Control unit 50 can communicate with its own System Status and Control unit 11, and through that unit, any other such unit 11, 20 via Long-distance Trunks 15. Through these connections, both inquiries relating to messages in the system and instructions as to their disposition may be addressed to the entire SAFF system.

Having selected the "failed-connection message disposition" choice, the user is prompted to key in the Message Code. The system verbally repeats the code and the delivery discrepancy for verification, and then presents a menu of disposition options for the user to select with the keypad.

If the user does not take advantage of this "what to do now" opportunity within the time limit, the message is retransmitted back to the originator with a report. It is then erased from both the originator and destination SAFF files after a suitable delay (typically six hours). If the originator wishes to resend the message during this "grace" period, it may be recovered and resent to the original destination or forwarded to another destination(s), as will be described later.

In each of the various cases where the SAFFs automatically direct fax message status reports (such as, the Acceptance, Delivery, or Retry records above), the system can be programmed to accumulate records from all calls over a period of time (e.g. an hour) at the originator SAFF and deliver them as a single fax document at the end of the period or upon request by the originator. This has the advantage of reducing the number of report calls and the subsequent burden on the originating fax machine. The originator SAFF will enter a retry sequence if it finds the originator's line busy or the machine unavailable when it attempts to deliver reports. This is a persistent sequence which it will continue trying for direct contact at intervals of an hour or so for a considerable length of time (e.g. 72 hours). It also places a copy of the report in the originator's Mail Box (described below) so that the originator may recover it in between SAFF delivery attempts.

It should also be noted that the originator has the option of dialing the Service Number at any time and inquiring about the status of a given message. Here again, the voice response system prompts, presents menus, and uses the Message Code to locate and report on the current location and condition of the message. A written record can be directed to the originating or destination fax machine, if desired.

Another feature of the system is that the act of accepting and storing an incoming message at the originator SAFF, and the act of dialing and forwarding that message to the destination by the destination SAFF, can overlap in time. That is, if the originator SAFF has lines available, once the initial connection dialogue between the originator and the SAFF is complete, the SAFF may immediately make its first attempt to contact the destination SAFF and, thus, the destination machine, while it is beginning to spool the document.

If this immediate contact is successful, then the message is passed from the originator SAFF 8 to the destination SAFF 18 to the destination machine 28 directly from the Originates Host Computer's memory 70 while the two SAFFs are still in the process of spooling the document to disk. This is facilitated by a "write-through pipeline" whereby the Originates Host 70 passes the incoming fax data through directly to the Outbound Control unit 74 at the same time it is being written to mass storage. It is held in a temporary memory buffer in the Outbound unit until it is clear whether or not an immediate connection to the destination machine is possible. At that point the temporary buffer fax data is either sent and then deleted, or merely deleted. The net effect is that the spooling process only adds a few seconds delay in the message delivery over the traditional direct machine-to-machine contact when the destination machine is readily available.

On the other hand, if lines are limited, the originating SAFF can choose to delay until suitable lines are available. This has the advantage of improving communications resource management and enhancing the efficiency of the telephone system's line usage over the direct contact scheme.

The foregoing describes the basic fax SAFF message handling system and from this discussion several advantages should be apparent. The originating machine always functions as if it makes contact and delivers documents on the first try, thus immediately freeing the machine and the attendant personnel for sending or receiving other transmissions. Likewise, the telephone system only handles one call across its local and long-distance lines from the originating machine to the destination SAFF, since the state of the destination machine has no impact on the call. This significantly improves the efficiency of line usage when messages are addressed to busy fax terminals.

Although some additional calls are needed to deliver the various reports, these require very little long-distance time, as they are transmitted over the circuits as highly compressed coded messages. It is the nearby originating SAFF that translates them into "plain language" for fax delivery as a local message. As pointed out, additional savings in these local messages can be gained by compiling multiple reports and delivering them in bulk as a single call. It should be noted that the delivery of reports to an originator is a cooperative process between the Originates Function and the Answer Function of the originate SAFF. The Originates Function 9 actually generates these reports and passes them through the Local Call Loop-back 13 (76 in FIG. 3) to the Answer Function 12 for delivery as an ordinary fax message.

In addition to these basic features, the design of the system also provides for a number of additional services and advantages which are described below.

Message Queuing

As pointed out, all fax messages directed to a particular telephone number are spooled by the Answer Function of the destination SAFF, as detailed in FIG. 4. The Host Computer 85 controlling this function monitors the incoming messages and links all undelivered messages for a given telephone number into a message Delivery Queue file 88. The computer also compiles a
constantly updated, ordered catalog of the file names of the messages waiting for each fax machine. Consequently, when messages arrive at a rate faster than they can be delivered, for whatever reason, they are held in this queue for delivery. As soon as the destination SAFF establishes contact with the destination machine, it begins sending the entire queue of messages in a single, essentially uninterrupted transmission. Messages that arrive while the transmission is in progress are appended to the end of the queue.

This scheme eliminates the “trial and error” dial and redial attempts that result from a number of independent incoming calls competing in an uncoordinated way for the single destination line. It can significantly enhance the efficiency of the destination fax machine and the long-distance and local telephone circuits connected to a busy machine.

When the queue exceeds a certain limiting size, the destination SAFF will periodically insert and send a “Queue Report” (as a fax document) to the destination machine showing a list of the waiting messages. This list shows the originating machine identification, the time entered into the originator SAFF, the number of pages in the document, and the approximate time that the message will be delivered based on its position in the queue.

The user can advance a particular message to the head of the queue by calling the fax Service Number and supplying the desired message number, by using the voice response menus. The General Service unit 50 directs this instruction to the System Status and Control Unit 11, which in turn directs them to the Answer Function Host 85 through its Status and Control Interface 84. Alternatively, the originator can designate a priority level to a given fax message at the time it is dialed in (e.g. by using a different access code). In this case, the destination SAFF will insert higher priority messages ahead of lower priority messages in the queue as they are received. The originator would normally pay a premium price for this service.

Another originator option is the time of delivery. If desired, the originator can specify the time of day which the message should be delivered. In this case, the message is forwarded to the destination SAFF directly, but is not entered into the queue until the specified time. This can be used in combination with an assigned high priority to insert the message at the head of the queue at the appointed time.

When messages are finally delivered to the destination machine they are not immediately erased from the spool file 88 at the destination SAFF. Rather, they are maintained in a “Delivered Message” directory 90 for a period of time (typically six hours). A feature offered by this action is the opportunity for the subscribing recipient of a message to make additional copies, redirect, or forward copies of selected messages to other destinations. This is accomplished by calling the Service Number and selecting the appropriate choices from the voice response menus.

Security and Mail Boxes

It is not uncommon for documents of a sensitive nature to be sent by facsimile from place to place. It is often a problem, especially in a busy office or where a machine is nominally unattended during the transmission, in that the originator has no control over who may be standing by the machine when the document prints out, or who may leaf through a stack of faxes piled up in a hopper right after lunch.

This is a problem which others have attempted to deal with in a variety of ways. For example, Bond, U.S. Pat. Nos. 3,594,495 and 3,641,432, discloses a “radio facsimile postal system” which features the direct delivery of documents to specific addressees by facsimile via communications satellites. In this system, intended as a replacement for or supplement to the ordinary “paper” postal system, fax messages were directed from special public fax terminals operated by the post office to a central satellite earth-station. Here the messages were sorted according to their geographical destination for concentration and uplinking to a satellite servicing that area. The satellite then broadcasts all of the uplinked messages back to Earth.

In principle, anyone with a radio receiver in the satellite’s service area could access any of the messages, so Bond built in a “privacy code” which operated with the receiver to allow the message to print out only on the desired machine. In reality, this privacy code was nothing more than an addressing signal which enables the selected fax receiving system. Thus, Bond’s system is merely a restricted version of the services presently provided to fax users by the telephone networks. His privacy code function is the same as a telephone number: it selects which of a plurality of fax machines will actually receive the message. Unfortunately, his approach leads to exactly the security dilemma facing telephone fax users.

Chapman, U.S. Pat. No. 4,106,060, has approached the problem in a somewhat different way. He too discloses a facsimile-based mail system. However, in his system, the messages are directed by whatever means to a “paper” post office near the addressee, rather than the addressee’s home or place of business. This post office then makes a paper copy of the fax message, places it in an envelope, and delivers it to the addressee as ordinary mail. This is a reasonably effective solution to the security problem, but it can only be relied upon to provide “next day” delivery, and there are a number of other, competing alternatives for document delivery service on that time scale.

In the present invention the security problem is addressed by a control variation of the destination SAFF queuing system. Messages which the originator wishes to designate as secure are temporarily directed to an auxiliary storage file 54, 89 in the Answer Function of the destination SAFF called a “Mail Box”. Instead of being delivered to the destination machine, a report is sent to that machine indicating that a secure message is waiting for a particular addressee. Optionally, a voice message may be directed to a designated telephone number by the General Service Control 50.

This feature works in the following way. Each individual SAFF is assigned its own unique telephone exchange code or codes (typically indicated by the first three digits of a seven digit local number). Thus, the SAFF appears to the world as if it were a distinct telephone exchange(s), separate from all other exchanges in that area code region. All subscriber’s to a given SAFF are assigned their fax telephone numbers with that exchange prefix. Subscribing individuals wishing Mail Boxes (typically associated with a “default” fax machine) are issued “fictitious” telephone numbers which actually terminate in fax Mail Boxes, rather than in an actual telephone line.
Mail Box numbers are published so that correspondents may use them. In addition, each individual is also given a secret security code or PIN number which will access his or her box. The host computer managing the SAFF maintains a list that relates each fictitious number with the individual's name, the security code, and the real telephone number of the default destination machine. This default machine is the one to which messages and reports will normally be sent, when appropriate.

An originator wishing to send a secure message merely dials the (fictitious) Mail Box telephone number at the time the document is sent. The system directs the message to the Mail Box file 89 in the destination SAFF associated with that number, and the Answer Host 85 sends a "Message Waiting" report to the default destination fax machine through the Local Interface 83. If more than one message is in the Mail Box queue, then this report lists them all.

In order to get the fax document actually sent to the destination, the security code must be sent back to the destination SAFF. Typically, this would be done by the addressee dialing his or her own Mail Box number. Since this call originates from a "normal" telephone 34 over ordinary Local Lines 40, rather than the fax's SAFF Directed Lines 38, the call is directed to the Off-net Incoming Screener 48 in the destination SAFF which functions in conjunction with a mailbox service control 49. This unit recognizes that the call is not a fax transmission and thus treats it as a voice service request. A voice response system then prompts the caller to key in the security code. When the correct code is supplied, an actual Delivery Report is generated and sent to the original SAFF mass storage files 69 (entered much as described above) and invokes them by dialing a two or three digit "short-cut" code. In either case, from there the fax transmission to the originator SAFF proceeds normally.

Upon arrival of the list and the document, the originator SAFF proceeds to open as many local loop-back or long-distance lines as it can to deliver the broadcast message to the various destinations, essentially simultaneously. Although the originator is billed for making a number of different calls, in fact the originating machine is only tied up for the time required to make one call. Furthermore, the full power of the delivery system is asserted for each destination machine, including reporting, redials, queuing, and so forth.

A feature related to broadcasting is the redirection of messages by the originator. Since fax messages are spooled at the originator SAFF and held for a period of time even after delivery (typically six hours), the originator can dial the Service Number any time during this period and direct a copy of the spooled message to be sent to other destination machines.

Communications With Non-subscribers

Thus far, the discussion has presumed that both the originator and answerer were subscribers to the SAFF system. It is quite reasonable to assume that subscribers will wish to send or receive fax messages with non-subscribers, as well. While the services provided by the SAFF are more limited in such cases, nevertheless, the system both anticipates and enhances communications with non-subscribers for the benefit of the subscribers.

When a subscriber originates a call to a non-subscriber the delivery process is almost identical to subscriber-to-subscriber calls. The fax data is forwarded to the Answer Function of the appropriate destination SAFF and delivery is pursued, all in the usual way. For the benefit of the subscribing originator, the message is stored in the usual way at the destination SAFF until delivery is completed. If multiple SAFF-processed messages arrive before the delivery is complete, a temporary Delivery Queue will be created and used as required. However, since the non-subscriber will have no account in the system, attempts to use the Service Number to manipulate the queue, forward messages, make
multiple copies, and use the other special services available to a subscribing answerer, will be unsuccessful.

Calls originated by a non-subscriber directed to a subscribing answerer move by a somewhat different mechanism. As noted, each SAFF appears to the world as a distinct telephone exchange and all subscriber’s to a given SAFF are assigned their fax telephone numbers with that exchange prefix. Consequently, all calls directed to a SAFF subscriber eventually end up at the subscriber’s SAFF, whether they originated from within the SAFF system network or not. Messages originating “off-network” can arrive by any route. For example, they may be truly local calls, or they may be long-distance calls which arrive over any available long-distance network.

In any case, messages originating from a non-subscriber are delivered to the answering fax machine’s SAFF by the local lines provided by the local telephone company. They are answered by the SAFF’s Off-net Incoming Screener, which, upon noting that they are fax transmissions, directs the calls to the Originate Function of that SAFF. From that point, the call is treated as if it were a local fax call and it is passed over to the Answer Function via the Local Call Loop-back for delivery to the subscriber.

In this situation an Acceptance Record will be returned to the originating machine, but no further origi­nator services are provided. On the other hand, the answering subscriber has the full range of Answer Function available.

Charges and Detailed Billing

Normally, the Originate Function of the originating SAFF has ultimate responsibility for the management of outgoing messages. It initiates all connections to the Answer Functions of the various SAFFs with which it must communicate. It is the node to which all reports concerning message status and disposition must flow. It interrogates Answer SAFFs when extraordinary updates are required. Consequently, the Originate Function is also the focus of charging data.

The telephone company presumably charges for all of the various services provided by this system. The charges and rates are determined by actual costs and applicable regulations. Typically, the user would be billed for telephone connect time, toll charges, extraordinary services, such as those provided by calling the Service Number, the amount of mass storage space consumed as a function of time, and so forth.

One of the user services for which a special charge might be made is a subscriber's customer specific billing system. In this option the user can “flag” each fax transmission with a keyed-in prefix which contains a user customer, client, or project number. This number is stored as a key field in the Transaction File for that call. Thus, when the telephone bill is prepared, the billing computer can sort the subscriber’s bill on this field and present the user with a list of all fax messages, total usage time, number of pages, and related charges, all grouped by the subscriber’s own customers, clients, or projects. Furthermore, it can accept the subscriber’s particular algorithm for billing calls to customers or clients and generate a column showing what the subscriber will bill for the service (as a separate matter from what the SAFF system and the telephone company have billed the subscriber). This can be of great assistance in attributing costs and billing customers for services rendered.

Software Control

In the preferred embodiment, each of the principal units of the SAFF such as described in FIGS. 2, 3, and 4 is controlled by its own computer processing unit or units. These units are interrupt-driven computers which are connected together by the System Status and Control unit. This unit is an electronic switch yard for control communications between the various Answer Functions, and other units within a given SAFF, as well as the other SAFFs in the system through the control long-distance trunks. While there are many tasks which the various control processors must perform to handle fax operations, the primary ones are intercepting incoming calls, either for fax forwarding or service requests, and delivering the fax messages to their destinations. The general software organization of these principal activities is shown in FIG. 5, 6, and 7. It should be noted that these figures are simplified and intended to be generally descriptive. For example, some procedures illustrated here as sequential (for the sake of simplicity) can actually be performed concurrently.

Likewise, not every function of the system is represented in detail. Generally speaking, similar results also can be obtained with a number of other obvious arrangements of the functional blocks.

Broadly speaking, fax messages addressed to the Originate Function of a SAFF arise either through the special SAFF Directed Local Lines (FIGS. 2 and 3) as a result of direct connection or dialing a special access code, or they arise from Ordinary Local Lines (off-net lines). Those which arrive via off-net lines are processed first by the Off-net Screener, which may direct them to either the Originate Function or to Mail Box Service. FIG. 5, therefore combines all three of these related functions.

At the outset one of the two incoming call interfaces 64 and 65 signals the Host Computer that it is beginning to process a call at 100 in FIG. 5a. These units have their own buffer capability and can tolerate some delay before the Host responds. Ultimately the Host must decide whether it is responding to an on-net or off-net call. If it is a toll call there are two possibilities (excluding wrong numbers): it may be either a toll call, in which case it is from a non-subscriber to a subscriber, or it is a mail box service call. If it is a toll call then the billing for services must be directed to the subscribing destination addresser. From that point it is handled like an on-net call as will be described shortly.

If it is not a toll call then it is presumed to be a mail box service call 103, and the caller is presented with the voice response menu 104 for such service. The user responds to these prompts with a touchtone keypad, or verbally, 105 and a decision ladder, shown successively as 107 selects the desired implementation routine 108, 109, 110 for brevity only three typical choices are shown, and this element is actually a loop which will permit multiple commands. The chosen routine passes parameters to a command parser 121 (FIG. 5b) which prepares an command statement which is then sent 122 to the System Status and Control unit 11, through the interface 72. This command will be passed to the Answer Host 85 through its interface 84 for actual action on the Mail Box Queue 89. If the service requires a response to the caller the transmission path is reversed.
When the operation is completed 123 the call is terminated.

If on the other hand, the original call is found at 101 to be an on-net call, billing is generally directed at the originator 113 and the Host 100 begins the opening digital dialogue 114 with the calling machine, acting in place of the destination machine. This dialogue includes gathering and storing the fax identifications, originating and destination telephone numbers and so forth 116.

The Host opens a Transaction File and links it to a data file 117 for the expected data, and then stores all of the call and file information 118 keyed to the Message Code. The destination telephone number and other information are passed almost immediately 119 to the Outbound Controller 74, which then opens a temporary buffer to hold the fax message in case immediate contact can be established, and it attempts to establish that contact through the destination SAFF.

In pursing this contact, the Outbound Controller 74 examines the status of available trunks. If trunks are available, it will immediately attempt to connect with the destination SAFF, otherwise it will defer the call until a trunk is available. In the event of a broadcast message, the Outbound Controller will select the number of trunks to use simultaneously based on the percentage of the trunks already in use, in order to avoid tying up all of the SAFF’s outgoing capacity with a single message task. Other considerations can affect these usage choices depending on the details of the setting of the system.

The Host then enters a loop which gets the incoming fax data 125 (FIG. 5b) from the On-net 64 or Off-net 65 Interface’s buffer and stores each byte in the fax data file 126 which is retrieved 158 and message by message 162 the queue is dumped, with a pause 163 after each message to confirm receipt, send a Delivery Report 164 and to check for end of queue 165. If a message fails during the queue dump the retry sequence at 154 is resumed at the failure point and the process repeated to a conclusion. When the last message has been received satisfactorily, the transaction is terminated 168.

If it is determined at 141 (FIG. 6a) that this is a mail box call, a loop is entered which gets the fax data 142 and stores it 143 in the appropriate Mail Box Queue. When the end of message is detected 144, a Posting Report 145 is sent back through the system and a Message Waiting Report 146 is sent forward through the system to the default destination machine.

General Service calls always arrive on Ordinary Local Lines 5. Upon detection and answering 172, the voice response menu is presented 173 to the user. As with the Mail Box Service, the user keys in responses or gives them orally 174 and a decision ladder 175 identifies the desired service routine such as 177, 178, or 179. Here again only a few of the possible choices have been shown for sake of illustration and looping for multiple service requests is provided. The selected service routine generates command parameters which are parsed 181 as system commands and sent 182 to the System Status and Control unit 11 for execution. Upon completion of all requests the call is terminated 183.

What has been described are the presently preferred embodiments of a system and method for providing a comprehensive interactive facsimile message management system embedded in a switched telephone network. It should be apparent that many modifications to the system and the method are possible without departing from the true spirit and scope of the invention.

We claim:

1. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising at least one store and forward facility, means coupling the at least one store and forward facility to the switched telephone network for receiving transmissions from a transmitting facsimile machine, said store and forward facility including computer means for controlling its operation and including mass storage means for storing facsimile transmissions together with information identifying the transmitting facsimile machine and the at
least one intended receiving facsimile machine under control of said computer means, said store and forward facility also including means for coupling it to the switched telephone network for transmitting facsimile messages stored in the mass storage means to at least one intended receiving facsimile machine, and wherein said mass storage means additionally includes mailboxes associated with particular system subscribers and wherein facsimile messages received and stored by the mass storage means and intended for receiving facsimile machines associated with those subscribers are stored in the respective mailboxes, said store and forward facility being responsive to instructions received from a subscriber to transmit the facsimile messages stored in that subscriber's mailbox to any particular facsimile machine designated in the instructions by the subscriber, whereby a subscriber who is traveling or otherwise away from the fixed location of his facsimile machine may have facsimile messages intended for receipt by his facsimile machine collected, and retrieve them from any location where any other facsimile machine is situated.

2. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising a plurality of geographically separated store and forward facilities, with a plurality of subscriber facsimile machines in a particular geographic area being associated with one of said store and forward facilities, means for controlling the operation of and including mass storage means for storing facsimile transmissions together with information identifying the transmitting facsimile machine and the at least one intended receiving facsimile machine, said store and forward facility also including means for coupling it to the switched telephone network for directly transmitting a facsimile message stored in the mass storage means to an intended receiving facsimile machine if the intended receiving facsimile machine is in the plurality of facsimile machines associated with that particular store and forward facility, and for transmitting the stored facsimile message to a particular another of the store and forward facilities when the intended receiving facsimile machine is in the plurality of facsimile machines associated with that particular another store and forward facility and wherein said mass storage means of at least one of the store and forward facilities additionally includes mailboxes associated with particular system subscribers and wherein facsimile messages received and stored by the mass storage means and intended for receiving facsimile machines associated with those subscribers are stored in the respective mailboxes, said store and forward facility being responsive to instructions received from a subscriber to transmit the facsimile messages stored in that subscriber's mailbox to any particular facsimile machine designated in the instructions by the subscriber, whereby a subscriber who is traveling or otherwise away from the fixed location of his facsimile machine may have facsimile messages intended for receipt by his facsimile machine collected, and retrieve them from any location where any other facsimile machine is situated.

3. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means stored in the mass storage means to intended receiving facsimile machines, and including the step of defining mailboxes in the mass storage means associated with particular system subscribers, and including the step of storing facsimile messages intended for those particular system subscribers in their respective mailboxes, and further including the step, in response to instructions received from a system subscriber, of transmitting facsimile messages stored in that subscriber's mailbox to a facsimile machine designated by that subscriber in the instructions.

4. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means to intended receiving facsimile machines, and including the step of providing subscribers with unique individual PIN numbers, storing the individual PIN numbers in the mass storage means, recognizing an incoming facsimile message from a transmitting facsimile machine which has been security coded, transmitting to the intended receiving facsimile machine the security coded message only after receipt by the store and forward facility from the intended receiving facsimile machine of the unique PIN number of a subscriber associated with that intended receiving facsimile machine.

5. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and the intended receiving facsimile machine and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step of providing subscribers with unique individual PIN numbers, storing the individual PIN numbers in the mass storage means, recognizing an incoming facsimile message from a transmitting facsimile machine which has been security coded, transmitting to the intended receiving facsimile machine the security coded message only after receipt by the store and forward facility from the intended receiving facsimile machine of the unique PIN number of a subscriber associated with that intended receiving facsimile machine.
facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step of providing subscribers with unique individual PIN numbers, storing the individual PIN number in the mass storage means of a store and forward facility associated with a particular subscriber, recognizing an incoming facsimile message from a transmitting facsimile machine which has been security coded, transmitting to the intended receiving facsimile machine for the security coded message a message indicating that the store and forward facility is holding a security coded message, and transmitting to the intended receiving facsimile machine the security coded message only after receipt by the store and forward facility from the intended receiving facsimile machine of the unique PIN number of a subscriber associated with that intended receiving facsimile machine.

6. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising at least one store and forward facility, means coupling the at least one store and forward facility to the switched telephone network for receiving transmissions from a transmitting facsimile machine, said store and forward facility including computer means for controlling its operation and including mass storage means for storing facsimile messages intended for those particular system subscribers associated with particular store and forward facilities, and including the step of storing facsimile messages intended for those particular system subscribers in their respective mailboxes, and further including the step, in response to instructions received from a system subscriber of transmitting facsimile messages stored in that subscriber's mailbox to a facsimile machine designated by that subscriber in the instructions.

7. A system in accordance with claim 6 where said store and forward facility is holding a security coded message, and wherein individual subscribers may be provided with unique PIN numbers, wherein individual subscriber PIN numbers are stored in the mass storage means, and wherein the store and forward facility recognizes an incoming facsimile message that is security coded by a transmitting facsimile machine, and wherein the security coded facsimile message is sent to an intended receiving facsimile machine only upon receipt from the intended receiving facsimile machine of the appropriate subscriber PIN number.

8. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step of providing subscribers with unique individual PIN numbers, storing the individual PIN number in the mass storage means of a store and forward facility associated with a particular subscriber, recognizing an incoming facsimile message from a transmitting facsimile machine which has been security coded, transmitting to the intended receiving facsimile machine for the security coded message a message indicating that the store and forward facility is holding a security coded message, and transmitting to the intended receiving facsimile machine the security coded message only after receipt by the store and forward facility from the intended receiving facsimile machine of the unique PIN number of a subscriber associated with that intended receiving facsimile machine.

9. A method in accordance with claim 8 including the step of retaining facsimile messages in the mass storage means for a predetermined time period after successful delivery of the facsimile messages to intended receiving facsimile machines, and, in response to instructions received from either the transmitting or receiving facsimile machines with respect to a particular facsimile message, the step of retransmitting that particular facsimile message to additional intended receiving facsimile machines.

10. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising a plurality of geographically separated store and forward facilities, with a plurality of subscriber facsimile machines in a particular geographic area being associated with one of said store and forward facilities, means coupling each store and forward facility to the switched telephone network for receiving transmissions from any transmitting facsimile machine that is associated with each respective store and forward facility, each of said store and forward facilities including computer means for controlling its operation and including mass storage means for storing facsimile messages together with information identifying the transmitting facsimile machine and the at least one intended receiving facsimile machine under control of said computer means, said store and forward facility also including means coupling it to the switched telephone network for transmitting facsimile messages to the at least one intended receiving facsimile machine if the intended receiving facsimile machine is in the plurality of facsimile machines associated with that particular store and forward facility, and for transmitting the stored facsimile message to a particular another of the store and forward facilities when the intended receiving facsimile machine is in the plurality of facsimile machines associated with that particular another store and forward facility and wherein individual subscribers may be provided with unique PIN numbers, wherein individual subscriber PIN numbers are.
A system in accordance with claim 10 wherein said computer means is programmed such that, upon receipt by the store and forward facility of a security coded facsimile message from a transmitting facsimile machine, the store and forward facility sends a transmission to an intended receiving facsimile machine either directly or through another store and forward facility indicating that the store and forward facility is holding a security coded facsimile message, whereby a subscriber at the intended receiving facsimile machine is prompted to input to the store and forward facility his PIN in order to have the facsimile message transmitted to the intended receiving facsimile machine.

12. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising at least one store and forward facility, means coupling the at least one store and forward facility to the switched telephone network for receiving transmissions from a transmitting facsimile machine, said store and forward facility including computer means for controlling its operation and including mass storage means for storing facsimile transmissions together with information identifying the transmitting facsimile machine and the at least one intended receiving facsimile machine under control of said computer means, said store and forward facility also including means coupling it to the switched telephone network for transmitting facsimile messages stored in the mass storage means to at least one intended receiving facsimile machine, and wherein said computer means is additionally programmed to establish a linked queue in said mass storage means spooling all stored facsimile messages intended for a particular receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine, and wherein said computer means is programmed to periodically transmit to an intended receiving facsimile machine a queue report as to the number of messages waiting in said linked queue and the identification of the transmitting facsimile machines from which the messages in the queue originated.

13. A system in accordance with claim 12 wherein said transmitting facsimile machine can insert a priority code in a message, and said computer means being programmed such that if the at least one intended receiving facsimile machine is busy or otherwise unable to receive a transmission at the time the store and forward facility attempts to transmit a facsimile message stored in the mass storage means, the store and forward facility periodically retries transmitting the facsimile message to the at least one intended receiving facsimile machine, said computer means being further programmed, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, to transmit a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine.
queue in said mass storage means spooling all stored facsimile messages intended for a particular receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.

19. The system of claim 1 wherein said computer means of said at least one store and forward facility is programmed, upon being unsuccessful in making a transmission to an intended receiving facsimile machine, to transmit a message to the transmitting facsimile machine indicating that the message has been entered into the mass storage means at the store and forward facility, and at least also indicating the reason for a delay in transmitting the message to the intended receiving facsimile machine.

20. The system of claim 1 wherein the at least one store and forward facility includes means for receiving broadcast instructions from a user at a transmitting facsimile machine and associating those broadcast instructions with a facsimile message received from the transmitting facsimile machine and stored in the mass storage means, and for transmitting the stored facsimile message to a plurality of receiving facsimile machines in accordance with the broadcast instructions.

21. A system in accordance with claim 1 wherein said computer means of said at least one store and forward facility is programmed to retain a facsimile message in the mass storage means for a predetermined time period even after successful transmission of the facsimile message to an intended receiving facsimile machine, and wherein the store and forward facility is responsive to instructions received from either originating or receiving subscribers to retransmit the facsimile message to another intended receiving facsimile machine.

22. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising a plurality of geographically separated store and forward facilities, with a plurality of subscriber facsimile machines in a particular geographic area being associated with one of said store and forward facilities, means coupling each store and forward facility to the switched telephone network for receiving transmissions from any transmitting facsimile machine that is associated with each respective store and forward facility, each of said store and forward facilities including computer means for controlling its operation and including mass storage means for storing facsimile transmissions together with information identifying the transmitting facsimile machine and the at least one intended receiving facsimile machine under control of said computer means, said store and forward facility also including means coupling it to the switched telephone network for directly transmitting a facsimile message stored in the mass storage means to an intended receiving facsimile machine if the intended receiving facsimile machine is in the plurality of facsimile machines associated with that particular store and forward facility, and for transmitting the stored facsimile message to a particular another of the store and forward facilities when the intended receiving facsimile machine is in the plurality of facsimile machines associated with that particular another store and forward facility, and wherein the computer means of each store and forward facility is programmed such that with respect to facsimile messages received and stored in its mass storage means if the at least one intended receiving facsimile machine is busy or otherwise unable to receive a transmission at the time the store and forward facility attempts to transmit a facsimile message stored in its mass storage means to the store and forward facility periodically retries transmitting the facsimile message to the at least one intended receiving facsimile machine, and, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, to transmit a message to the transmitting facsimile machine associated therewith for passing the message to the transmitting facsimile machine, indicating that the message has been entered into the mass storage means at the store and forward facility, and at least also indicating the reason for a delay in transmitting the message to the intended receiving facsimile machine.

23. The system of claim 22 wherein the computer means of each store and forward facility is additionally programmed to establish a linked queue in its mass storage means spooling all stored facsimile messages intended for a particular receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.

24. The system of claim 22 wherein the computer means of each store and forward facility is programmed, upon being unsuccessful in making a transmission to an intended receiving facsimile machine, to transmit a message to the transmitting facsimile machine or to another store and forward facility having the transmitting facsimile machine associated therewith for passing the message to the transmitting facsimile machine, indicating that the message has been entered into the mass storage means at the store and forward facility, and at least also indicating the reason for a delay in transmitting the message to the intended receiving facsimile machine.

25. The system of claim 22 wherein each store and forward facility includes means for receiving broadcast instructions from a user at a transmitting facsimile machine and associating those broadcast instructions with a facsimile message received from the transmitting facsimile machine and stored in the mass storage means, and for transmitting the stored facsimile message to a plurality of receiving facsimile machines, either directly or through other store and forward facilities having the intended receiving facsimile machines associated therewith, in accordance with the broadcast instructions.

26. A system in accordance with claim 25 wherein the computer means of each store and forward facility is programmed to retain a facsimile message in its mass storage means for a predetermined time period even after successful transmission of the facsimile message to an intended receiving facsimile machine, and wherein the store and forward facility is responsive to instructions received from either originating or receiving subscribers to retransmit the facsimile message to another intended receiving facsimile machine, either directly or through other store and forward facilities having the intended receiving facsimile machines associated therewith.

27. A system in accordance with claims 1 or 22 wherein said computer means is programmed to store in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber and received by a subscriber from a
27. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine.

28. A method in accordance with claim 27 including the step of establishing a linked queue in the mass storage means spooling all stored facsimile messages intended for a particular receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.

29. A method in accordance with claim 28 including the step, upon being unsuccessful in making a transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine indicating that the message has been entered into the mass storage means at the store and forward facility, and at least also indicating in the message the reason for a delay in successfully transmitting the message to the intended receiving facsimile machine.

30. A method in accordance with claim 28 including the step of providing the at least one store and forward facility with means for receiving broadcast instructions from a user at a transmitting facsimile machine and associating those broadcast instructions with a facsimile message received from the transmitting facsimile machine and stored in the mass storage means, and including the step of transmitting the stored facsimile message to a plurality of receiving facsimile machines in accordance with the broadcast instructions.

31. A method in accordance with claim 28 including the step of retaining facsimile messages in the mass storage means for a predetermined time period after successful delivery of the facsimile messages to intended receiving facsimile machines, and, in response to instructions received from either the transmitting or receiving facsimile machines with respect to a particular facsimile message, the step of retransmitting that particular facsimile message to additional intended receiving facsimile machines.

32. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine.

33. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine.
37. A method in accordance with claims 28 or 33 including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber and received by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.

38. A method in accordance with claims 28 or 33 including the step, upon receipt of a facsimile message from a transmitting facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving machine at the same time the message is being recorded in the mass storage means.

39. A method in accordance with claims 28 or 33 including the step that when an additional facsimile message intended for a particular receiving facsimile machine is received by a store and forward facility while that facility is in communication with that particular facsimile machine, the additional facsimile message is immediately appended to a message queue for the particular facsimile machine and delivered as part of the communication with that particular facsimile machine.

* * * * *
A system and method for facilitating facsimile transmissions has one or more store and forward facilities, each associated with a plurality of subscriber facsimile machines, typically coupled over the switched telephone network. The store and forward facilities include a computer for controlling operations and mass data storage equipment. A subscriber to the system delivers an outgoing facsimile message to the store and forward facility with which it is associated, which records the fax message together with data as to originating facsimile machine and destination facsimile machine. The store and forward facility then delivers the facsimile message to the intended receiver facsimile machine, either directly or through another store and forward facility. If unsuccessful on an initial attempt, the store and forward facility periodically retries to send the facsimile message.

The system also provides spooling of all facsimile messages for an intended receiver machine, which are all transmitted upon making connection with the receiver machine. Subscriber mailboxes are provided as part of the mass storage, which can be accessed by a subscriber to have his messages delivered to any facsimile machine he designates. Secure facsimile transmission is achieved through use of subscriber PIN numbers. Broadcasting, redirecting messages and cost accounting can also achieved by the system and method.
1
REEXAMINATION CERTIFICATE
ISSUED UNDER 35 U.S.C. 307
NO AMENDMENTS HAVE BEEN MADE TO
THE PATENT

2
AS A RESULT OF REEXAMINATION, IT HAS BEEN
DETERMINED THAT:
The patentability of claims 1–39 is confirmed.

* * * * *
A system and method for facilitating facsimile transmissions has one or more store and forward facilities, each associated with a plurality of subscriber facsimile machines, typically coupled over the switched telephone network. The store and forward facilities include a computer for controlling operations and mass data storage equipment. A subscriber to the system delivers an outgoing facsimile message to the store and forward facility with which it is associated, which records the fax message together with data as to originating facsimile machine and destination facsimile machine. The store and forward facility then delivers the facsimile message to the intended receiver facsimile machine, either directly or through another store and forward facility. If unsuccessful on an initial attempt, the store and forward facility periodically retries to send the facsimile message. The system also provides spooling of all facsimile messages for an intended receiver machine, which are all transmitted upon making connection with the receiver machine. Subscriber mailboxes are provided as part of the mass storage, which can be accessed by a subscriber to have his messages delivered to any facsimile machine he designates. Secure facsimile transmission is achieved through use of subscriber PIN numbers. Broadcasting, redirecting messages and cost accounting can also be achieved by the system and method.
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Matter enclosed in heavy brackets [ ] appeared in the patent, but has been deleted and is no longer a part of the patent; matter printed in italics indicates additions made to the patent.

AS A RESULT OF REEXAMINATION, IT HAS BEEN DETERMINED THAT:

The patentability of claims 1–16 and 18–27 is confirmed.

Claims 17 and 28–39 are cancelled.

New claims 40–110 are added and determined to be patentable.

40. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising at least one store and forward facility, means coupling the at least one store and forward facility to the switched telephone network for receiving transmissions from a transmitting facsimile machine, said store and forward facility including computer means for controlling its operation and including mass storage means for storing facsimile transmissions together with information identifying the transmitting facsimile machine and the at least one intended receiving facsimile machine under control of said computer means, said store and forward facility also including means coupling it to the switched telephone network for transmitting facsimile messages stored in the mass storage means to at least one intended receiving facsimile machine, and wherein said mass storage means additionally includes mailboxes associated with particular system subscribers and wherein facsimile messages received and stored by the mass storage means intended for receiving facsimile machines associated with those subscribers are stored in the respective mailboxes, wherein said store and forward facility determines, based on the telephone number used by the switched telephone network to switch a particular call to the store and forward facility, if the particular call is a mailbox call intended for a particular system subscriber, and wherein, if said store and forward facility determines a particular call to be a mailbox call intended for a particular system subscriber, said store and forward facility automatically directs a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, said store and forward facility being responsive to instruction received from a subscriber to transmit the facsimile messages stored in that subscriber's mailbox to any particular facsimile machine designated in the instructions by the subscriber, whereby a subscriber who is traveling or otherwise away from the fixed location of his facsimile machine may have facsimile messages intended for receipt by his facsimile machine collected, and retrieve them from any location where any other facsimile machine is situated.

41. The system of claim 40, wherein said store and forward facility makes a determination, based on the telephone number used by the switched telephone network to switch a particular call to the store and forward facility, if the particular call is a mailbox call or a retransmit call; and wherein, if said at least one store and forward facility determines that the call is a retransmit call, said store and forward facility initiates an attempted delivery of a facsimile message received during that particular call to a facsimile machine on the switched telephone network.

42. The system of claim 41, wherein, if the machine to which delivery is attempted is busy or otherwise unable to receive a transmission at the time delivery is attempted, said at least one store and forward facility periodically initiates a retry of delivery of the facsimile message to the facsimile machine.

43. The system of claim 42, wherein, upon successful completion after retry of a facsimile transmission to the facsimile machine, said at least one store and forward facility transmits a message to the transmitting facsimile machine confirming delivery of the facsimile message by the system.

44. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising at least one store and forward facility, means coupling the at least one store and forward facility to the switched telephone network for receiving transmissions from a transmitting facsimile machine, said store and forward facility including computer means for controlling its operation and including mass storage means for storing facsimile transmissions together with information identifying the transmitting facsimile machine and the at least one intended receiving facsimile machine under control of said computer means, said store and forward facility also including means coupling it to the switched telephone network for transmitting facsimile messages stored in the mass storage means to at least one intended receiving facsimile machine, and wherein said mass storage means additionally includes mailboxes associated with particular system subscribers and wherein facsimile messages received and stored by the mass storage means intended for receiving facsimile machines associated with those subscribers are stored in the respective mailboxes, said store and forward facility being responsive to instruction received from a subscriber to transmit the facsimile messages stored in that subscriber's mailbox to any particular facsimile machine designated in the instructions by the subscriber, whereby a subscriber who is traveling or otherwise away from the fixed location of his facsimile machine may have facsimile messages intended for receipt by his facsimile machine collected, and retrieve them from any location where any other facsimile machine is situated, and wherein said store and forward facility receives from transmitting facsimile machines facsimile messages addressed by the transmitting facsimile machines to non-subscribers, and stores such non-subscriber addressed messages in mass storage together with the respective non-subscriber addresses; and wherein said store and forward facility initiates an attempted delivery of the received messages to the respective non-subscriber addresses.

45. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising a plurality of geographically separated store and forward facilities, with a plurality of subscriber facsimile machines in a particular geographic area being associated with one of said store and forward facilities, means coupling each store and forward facility to the switched telephone network for receiving transmissions from any transmitting facsimile machine that is associated with each respective store and forward facility, each of said store and forward facilities
particular call switched to the store and forward facility by periodically initiating a retry of delivery of the facsimile facility determines that the call is a retransmit forward facility of said plurality receives from a transmitting facsimile machine a facsimile message addressed by the facsimile machine being responsive to instructions received from the fixed location of his facsimile machine may have facsimile messages received and stored by the mass storage means to an intended receiving facsimile machine if any other facsimile machine is situated.

46. The system of claim 45, wherein at least one store and forward facility of said plurality determines if a particular call is a retransmit call; and wherein, if said one store and forward facility determines a particular call to be a mailbox call intended for a particular system subscriber, said store and forward facility automatically directs a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, said store and forward facility being responsive to instructions received from a subscriber to transmit the facsimile messages stored in that subscriber's mailbox to any particular facsimile machine designated in the instructions by the subscriber, whereby a subscriber who is traveling or otherwise away from the fixed location of his facsimile machine may have facsimile messages intended for receipt by his facsimile machine collected and retrieved from any location where any other facsimile machine is situated.

47. The system of claim 46, wherein, if the receiving machine to which delivery is attempted is busy or otherwise unable to receive a transmission at the time delivery is attempted, at least one said store and forward facilities periodically initiates a retry of delivery of the facsimile message to the facsimile machine.

48. The system of claim 47, wherein, upon successful completion after retry of a facsimile transmission to the facsimile machine, at least one of said store and forward facilities transmits a message to the transmitting facsimile machine confirming delivery of the facsimile message by the system.

49. The system of claim 46, wherein at least one store and forward facility of said plurality receives from a transmitting facsimile machine a facsimile message addressed by the transmitting facsimile machine to a non-subscriber, stores such non-subscriber addressed message in mass storage together with the non-subscriber address, and wherein at least one of said store and forward facilities initiates an attempted delivery of the received message to the non-subscriber address.

50. The system of claim 46, wherein at least one store and forward facility of said plurality makes a determination, based on the telephone number used by the switched telephone network to switch a particular call to the store and forward facility, if the particular call is a mailbox call or a retransmit call.

51. The system of claim 45, wherein at least one store and forward facility of said plurality determines, based on the telephone number used by the switched telephone network to switch a particular call to said one store and forward facility, if the particular call is a mailbox call intended for a particular system subscriber.

52. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, assigning to each system subscriber a unique destination telephone number, wherein the dialing of the unique destination telephone number of each system subscriber results in the related telephone call being switched by a switched telephone network to the at least one store and forward facility, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, defining mailboxes in the mass storage means associated with particular system subscribers, receiving each such received call results in an originating telephone call connection being made, receiving during the originating telephone call connections, at the at least one store and forward facility, facsimile messages from transmitting facsimile machines, recording the received messages in the mass storage means together with information indicating the respective transmitting facsimile machine and the respective intended receiving facsimile machine, transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, storing facsimile messages intended for the particular system subscribers in their respective mailboxes, and in response to instructions received from a system subscriber, transmitting via the switched telephone network facsimile messages stored in that subscriber's mailbox to a facsimile machine designated by that subscriber in the instructions.

53. The method of claim 52, wherein each said unique destination telephone number is uniquely identified with a facsimile mailbox of a subscriber, and wherein upon receipt of a telephone call switched to the store and forward facility by the switched telephone network addressed to a unique destination telephone number, the store and forward facility answers the call as a facsimile call, without further inquiring of the sender.

54. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing at least one store and forward facility having computer means for controlling its operation and having
mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step of defining mailboxes in the mass storage means associated with particular system subscribers, and including the step of storing facsimile messages intended for those particular system subscribers in their respective mailboxes, and further including the step, in response to instructions received from a system subscriber, of transmitting facsimile messages stored in that subscriber’s mailbox to a facsimile machine designated by that subscriber in the instructions, and further including the steps of receiving, at a store and forward facility, from a transmitting facsimile machine, a facsimile message addressed by the transmitting facsimile machine to a non-subscriber, storing such non-subscriber addressed message in mass storage together with the respective non-subscriber address, and initiating by a store and forward facility an attempted delivery of the received message to the respective non-subscriber address.

55. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step of defining mailboxes in the mass storage means associated with particular system subscribers, and including the steps of determining by a store and forward facility, based on the telephone number used by the switched telephone network to switch a particular call to the at least one store and forward facility, if the particular call is a mailbox call intended for a particular system subscriber, directing by a store and forward facility, in response to the determining of a particular call to be a mailbox call intended for a particular system subscriber, a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, and storing facsimile messages intended for those particular system subscribers in their respective mailboxes, and further including the step in response to instructions received from a system subscriber, of transmitting facsimile messages stored in that subscriber’s mailbox to a facsimile machine designated by that subscriber in the instructions.

56. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, assigning to each system subscriber of a plurality of system subscribers a unique destination telephone number, wherein the dialing of the unique destination telephone number of each system subscriber results in the related telephone call being switched by a switched telephone network to the at least one store and forward facility, receiving over time at the first store and forward facility a plurality of telephone calls, each call of said plurality of telephone calls being switched to the store and forward facility by the switched telephone network as result of a sender dialing one of the unique destination telephone numbers, whereby each such received call results in an originating telephone call connection being made, receiving during the originating telephone call connections, at the at least one store and forward facility, facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step of providing subscribers with unique individual PIN numbers, storing the individual PIN numbers in the mass storage means, recognizing an incoming facsimile message from a transmitting facsimile machine which has been security coded, transmitting from a store and forward facility to the intended receiving facsimile machine for the security coded message a message indicating that the store and forward facility is holding a security coded message, and transmitting to the intended receiving facsimile machine the security coded message only after receipt by the store and forward facility from the intended receiving facsimile machine of the unique PIN number of a subscriber associated with that intended receiving facsimile machine.

57. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to plurality of facsimile machines associated with each store and forward facility facsimile messages, assigning to each system subscriber of a plurality of system subscribers a unique destination telephone number, wherein the dialing of the unique destination telephone number of each system subscriber results in the related telephone call being switched by a switched telephone network to one of the store and forward facilities of the plurality of store and forward facilities, receiving over time at one or more of the store and forward facilities a plurality of telephone calls, each call of said plurality of telephone calls being switched to one of the store and forward facilities by the switched telephone network as result of a senders dialing one of the unique destination telephone numbers, whereby each such received call results in an originating telephone call connection being made, receiving during the originating telephone call connections, at one or more of the store and forward facilities, facsimile messages from transmitting facsimile machines, recording in the storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and for-
ward which received the facsimile message from a trans-
mitting facsimile machine, or to another of the plurality of
store and forward facilities if the intended receiving fac-
simile machine is associated with the another store and
forward facility, including the step of providing subscribers
with unique individual PIN numbers, storing the individual
PIN number in the mass storage means of a store and
forward facility associated with a particular subscriber,
recognizing an incoming facsimile message from a trans-
mittinf g facsimile machine which has been security coded,
transmitting to the intended receiving facsimile machine for
the security coded message a message indicating that the
store and forward facility is holding a security coded
message, and transmitting to the intended receiving fac-
simile machine the security coded message only after receipt
by the store and forward facility from the intended receiving
facsimile machine of the unique PIN number of a subscriber
associated with that intended receiving facsimile machine.

58. A method for facilitating facsimile communications
between a transmitting facsimile machine and at least one
intended receiving facsimile machine, comprising the steps
of providing a plurality of store and forward facilities at
geographically spaced locations each having computer
means for controlling its operation and having mass storage
means for storing facsimile messages, coupling each store
and forward facility to the switched telephone network for
both receiving from and transmitting to a plurality of fac-
simile machines associated with each store and forward
facility facsimile messages, assigning to each system sub-
crber of a plurality of system subscribers a unique desti-
nation telephone number, wherein the dialing of the unique
destination telephone number of each system subscriber
results in the related telephone call being switched by a
switched telephone network to one of the store and forward
facilities of the plurality of store and forward facilities,
receiving over time at one or more of the store and forward
facilities a plurality of telephone calls, each call of said
plurality of telephone calls being switched to one of the store
and forward facilities by the switched telephone network as
result of a senders dialing one of the unique destination
telephone numbers, whereby each such received call results
in an originating telephone call connection being made,
receiving during the originating telephone call connections,
at one or more of the store and forward facilities, facsimile
messages from transmitting facsimile machines, recording in
the mass storage means each facsimile message transmitted
from an associated facsimile machine together with infor-
mation indicating the transmitting facsimile machine and the
intended receiving facsimile machine, and transmitting facsimile
messages stored in the mass storage means to intended receiving facsimile machines if those intended
receiving facsimile machines are associated with the store
and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step of storing facsimile messages intended for those particular system subscribers in their respective mailboxes, and further including the step, in response to instructions received from a system subscriber, of transmitting facsimile messages stored in that subscriber’s mailbox to a facsimile machine designated by that subscriber in the instructions, and further including the steps of receiving, at one or more store and forward facilities, from transmitting facsimile machines, facsimile messages addressed by transmitting facsimile machines to non-subscribers, storing such non-subscriber addressed messages in mass storage together with the respective non-subscriber addresses, and initiating delivery of the received messages to the respective non-subscriber addresses.

61. A method for facilitating facsimile communications
between a transmitting facsimile machine and at least one
intended receiving facsimile machine, comprising the steps
of providing a plurality of store and forward facilities at
diverse telecommunication means each having computer
means for controlling its operation and having mass storage
means for storing facsimile messages, coupling each store
and forward facility to the switched telephone network for
both receiving from and transmitting to a plurality of fac-
simile machines if those intended receiving facsimile machines are associated with the store and forward facility
which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store
and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, determining by a store and forward facility, based on the telephone number used by the switched telephone network to switch a particular call to at least one store and forward facility, if the particular call is a mailbox call intended for
A particular system subscriber, and directing by a store and forward facility, in response to the determining of a particular call to be a mailbox call intended for a particular system subscriber, a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, and including the step of storing facsimile messages intended for those particular system subscribers in their respective mailboxes, and further including the step, in response to instructions received from a system subscriber, of transmitting facsimile messages stored in that subscriber’s mailbox to a facsimile machine designated by that subscriber in the instructions.

62. A method in accordance with claim 58, 60 or 61, including the step of retaining facsimile messages in a mass storage means for a predetermined time period after successful delivery of the facsimile messages to intended receiving facsimile machines, and, in response to instructions received from either the transmitting or receiving facsimile messages with respect to a particular facsimile message, the step of retransmitting that particular facsimile message to additional facsimile machines.

63. A system for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising at least one store and forward facility, means coupling the at least one store and forward facility to the switched telephone network for receiving transmissions from a transmitting facsimile machine, said store and forward facility including computer means for controlling its operation and including mass storage means for storing facsimile transmissions together with information identifying the transmitting facsimile machine and the at least one intended receiving facsimile machine under control of said computer means, said store and forward facility also including means coupling it to the switched telephone network for transmitting facsimile messages stored in the mass storage means to at least one intended receiving facsimile machine, and wherein said mass storage means additionally includes mailboxes associated with particular system subscribers and wherein facsimile messages received and stored by the mass storage means are stored in the respective mailboxes, wherein at least one store and forward facility of said plurality of store and forward facilities determines if the telephone number used by the switched telephone network to switch a particular call to one of said store and forward facilities is a mailbox destination number or a telephone line destination number, and wherein, if said one store and forward facility determines that the switched number is a telephone line destination number, said one store and forward facility dials the telephone line destination number and initiates an attempted delivery of a facsimile message received during that particular call to a facsimile machine on the switched telephone network, said store and forward facility being responsive to instructions received from a subscriber to transmit the facsimile messages stored in that subscriber’s mailbox to any particular facsimile machine designated in the instructions by the subscriber, whereby a subscriber who is traveling or otherwise away from the fixed location of his facsimile machine may have facsimile messages intended for receipt by his facsimile machine collected and retrieve them from any location where any other facsimile machine is situated.

65. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodi-
A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time that at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of retransmitting that facsimile message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of retaining facsimile messages in the mass storage means for a predetermined time period after successful delivery of the facsimile messages to intended receiving facsimile machines, and, in response to instructions received from either the transmitting or receiving machines with respect to a particular facsimile message, the step of retransmitting that particular facsimile message to additional intended receiving facsimile machines.

68. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of establishing a linked queue in each mass storage means spooling all stored facsimile messages intended for a particular receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.
A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber and received by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.

72. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of periodically retrying to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step, upon being unsuccessful in making a transmission to the intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, indicating that the message has been entered into the mass storage means at one of the store and forward facilities, and at least also indicating the reason for a delay in successfully transmitting the message to the intended receiving facsimile machine.

73. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon unsuccessful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber and received by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.
method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine to another with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step that when an additional facsimile message intended for a particular facsimile machine is received by a store and forward facility associated with that particular facsimile machine, the additional facsimile message is immediately appended to a message queue for the particular facsimile machine and delivered as part of the communication with that particular facsimile machine.
switched by a switched telephone network to the at least one store and forward facility. Receiving over time at the first store and forward facility a plurality of telephone calls, each call of said plurality of telephone calls being switched to the store and forward facility by the switched telephone network as result of a senders dialing one of the unique destination telephone numbers, whereby each such received call results in an originating telephone call connection being made; receiving during the originating telephone call connections, at the least one store and forward facility, facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine; transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of establishing a linked queue in the mass storage means spoiling all stored facsimile messages intended for a particular receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.

78. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of establishing a linked queue in the mass storage means spoiling all stored facsimile messages intended for a particular receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.

79. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of establishing a linked queue in the mass storage means spoiling all stored facsimile messages intended for a particular receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.

80. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, assigning to each system subscriber of a plurality of system subscribers a unique destination telephone number, wherein the dialing of the unique destination telephone number of each system subscriber results in the related telephone call being switched by a switched telephone network to the at least one store and forward facility, receiving over time at the first store and forward facility a plurality of telephone calls, each call of said plurality of telephone calls being switched to the store and forward facility by the switched telephone network as result of a senders dialing one of the unique destination telephone numbers, whereby each such received call results in an originating telephone call connection being made,
receiving during the originating telephone call connections, at the at least one store and forward facility, facsimile messages from a transmitting facsimile machine, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step, upon being unsuccessful in making a transmission, to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine indicating that the message has been entered into the mass storage means at the store and forward facility, and at least also indicating in the message the reason for a delay in successfully transmitting the message to the intended receiving facsimile machine.

81. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the steps of determining by a store and forward facility, based on the telephone number used by the switched telephone network to switch a particular call to the at least one store and forward facility, if the particular call is a mailbox call intended for a particular system subscriber, and directing by a store and forward facility, in response to the determining of a particular call to be a mailbox call intended for a particular system subscriber, a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, and including the step, upon being unsuccessful in making a transmission, to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine indicating that the message has been entered into the mass storage means at the store and forward facility, and at least also indicating in the message the reason for a delay in successfully transmitting the message to the intended receiving facsimile machine.

82. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and the step, upon being unsuccessful in making a transmission, to an intended receiving facsimile machine, indicating that the message has been entered into the mass storage means at the store and forward facility, and at least also indicating in the message the reason for a delay in successfully transmitting the message to the intended receiving facsimile machine.
machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of retaining facsimile messages in the mass storage means for a predetermined time period after successful delivery of the facsimile messages to intended receiving facsimile machines, and, in response to instructions received from either the transmitting or receiving facsimile machines with respect to a particular facsimile message, the step of retransmitting that particular facsimile message to additional intended receiving facsimile machines.

84. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the steps of determining by a store and forward facility, based on the telephone number used by the switched telephone network to switch a particular call to the at least one store and forward facility, if the particular call is a mailbox call intended for a particular system subscriber, and directing by a store and forward facility, in response to the determining of a particular call to be a mailbox call intended for a particular system subscriber, a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, and further including the step of retaining facsimile messages in the mass storage means for a predetermined time period after successful delivery of the facsimile messages to intended receiving facsimile machines, and, in response to instructions received from either the transmitting or receiving facsimile machines with respect to a particular facsimile message, the step of retransmitting that particular facsimile message to additional intended receiving facsimile machines.

85. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of retaining facsimile messages in the mass storage means for a predetermined time period after successful delivery of the facsimile messages to intended receiving facsimile machines, and, in response to instructions received from either the transmitting or receiving facsimile machines with respect to a particular facsimile message, the step of retransmitting that particular facsimile message to additional intended receiving facsimile machines.
87. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.

88. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.

89. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and transmitting all the spooled facsimile messages intended for that particular receiving facsimile machine upon successfully making contact with the intended receiving facsimile machine.
means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from the transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, assigning to each system subscriber of a plurality of system subscribers a unique destination telephone number, wherein the dialing of the unique destination telephone number of each system subscriber results in the related telephone call being switched by a switched telephone network to one of the store and forward facilities of the plurality of store and forward facilities, receiving over time at one or more of the store and forward facilities a plurality of telephone calls, each call of said plurality of telephone calls being switched to one of the store and forward facility by the switched telephone network as a result of a sender's dialing one of the unique destination telephone numbers, whereby each such received call results in an originating telephone call connection being made, receiving during the originating telephone call connections, at one or more of the store and forward facilities, facsimile messages from transmitting facsimile machines, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, indicating that the message has been entered into the mass storage means at one of the store and forward facilities, and at least one of the store and forward facilities, receiving during the originating telephone call connections, at one or more of the store and forward facilities, facsimile messages from transmitting facsimile machines, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular receiving facsimile machine, confirming delivery of the received messages to the respective non-subscriber addresses, and initiating by at least one store and forward facility an attempted delivery of the received messages to the respective non-subscriber addresses, and further including the step, upon being unsuccessful in making a transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, indicating that the message has been entered into the mass storage means at one of the store and forward facilities, and at least one of the store and forward facilities, receiving during the originating telephone call connections, at one or more of the store and forward facilities, facsimile messages from transmitting facsimile machines, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the
facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the steps of determining by a store and forward facility, based on the telephone number used by the switched telephone network to switch a particular call to at least one store and forward facility, if the particular call is a mailbox call intended for a particular system subscriber, and directing by a store and forward facility, in response to the determining of a particular call to be a mailbox call intended for a particular system subscriber, a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, and further including the step, upon being unsuccessful in making a transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, indicating that the message has been entered into the mass storage means at one of the store and forward facilities, and at least also indicating the reason for a delay in successfully transmitting the message to the intended receiving facsimile machine.

92. A method in accordance with claim 89 or 90 or 91, including the step of providing the store and forward facilities with means for receiving broadcast instructions from a user at a transmitting facsimile machine and associating those broadcast instructions with a facsimile message received from the transmitting facsimile machine and stored in the mass storage means, and including the step of transmitting the stored facsimile message to a plurality of receiving facsimile machines in accordance with the broadcast instructions, either directly or through additional store and forward facilities associated with particular ones of the plurality of intended receiving facsimile machines.

93. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber and received by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.

94. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the step of providing at least one store and forward facility having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling the at least one store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber and received by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.
received facsimile messages in the mass storage means together with information indicating the originating facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.

97. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the other store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.

98. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the other store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.

99. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the other store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.

100. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the other store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step of storing in the mass storage means relevant charging parameters including number of pages, destination and special system feature options provided for each facsimile message sent by a subscriber from a non-subscriber, and generating charging summaries for subscribers periodically from the stored charging parameters.
A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of facsimile machines associated with another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the steps of determining by a store and forward facility associated with that particular transmitting facsimile machine, of immediately attempting delivery of the facsimile message to the intended receiving facsimile machine and the intended receiving facsimile machine, comprising the step of periodically retrying to transmit the facsimile message to an intended receiving facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step, upon receipt of a facsimile message from a transmitting facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving facsimile machine at the same time the message is being recorded in the mass storage means.

A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of facsimile machines associated with another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving facsimile machine at the same time the message is being recorded in the mass storage means.

A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of facsimile machines associated with another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving facsimile machine at the same time the message is being recorded in the mass storage means.

A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of facsimile machines associated with another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving facsimile machine at the same time the message is being recorded in the mass storage means.

A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of facsimile machines associated with another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving facsimile machine at the same time the message is being recorded in the mass storage means.

A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of facsimile machines associated with another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving facsimile machine at the same time the message is being recorded in the mass storage means.

A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of facsimile machines associated with another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving facsimile machine at the same time the message is being recorded in the mass storage means.
A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, assigning to each system subscriber of a plurality of system subscribers a unique destination telephone number, wherein the dialing of the unique destination telephone number results in the related telephone call being switched by a switched telephone network to one of the store and forward facilities of the plurality of store and forward facilities, receiving over time at one or more of the store and forward facilities a plurality of telephone calls, each call of said plurality of telephone calls being switched to one of the store and forward facility by the switched telephone network as result of a sender's dialing one of the unique destination telephone numbers, whereby each such received call results in an originating telephone call connection being made, receiving during the originating telephone call connections, at one or more of the store and forward facilities, facsimile messages from transmitting facsimile machines, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine, and further including the steps of determining by a store and forward facility, based on the telephone number used by the switched telephone network to switch a particular call to the at least one store and forward facility, if the particular call is a mailbox call intended for a particular system subscriber, and directing by a store and forward facility, in response to the determining of a particular call to be a mailbox call intended for a particular system subscriber, a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, and further including the step, upon receipt of a facsimile message from a transmitting facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving machine at the same time the message is being recorded in the mass storage means.

A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, assigning to each system subscriber of a plurality of system subscribers a unique destination telephone number, wherein the dialing of the unique destination telephone number results in the related telephone call being switched by a switched telephone network to one of the store and forward facilities of the plurality of store and forward facilities, receiving over time at one or more of the store and forward facilities a plurality of telephone calls, each call of said plurality of telephone calls being switched to one of the store and forward facility by the switched telephone network as result of a sender's dialing one of the unique destination telephone numbers, whereby each such received call results in an originating telephone call connection being made, receiving during the originating telephone call connections, at one or more of the store and forward facilities, facsimile messages from transmitting facsimile machines, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the step, upon receipt of a facsimile message from a transmitting facsimile machine, of immediately attempting delivery of the facsimile message to an intended receiving machine at the same time the message is being recorded in the mass storage means.
providing at least one store and forward facility having
facsimile machines if those intended receiving facsimile
facility facsimile messages, recording in the mass storage
means for storing facsimile messages, comprising the step
of providing a plurality of store and forward facilities at
geographically spaced locations each having computer
means for controlling its operation and having mass storage
means for storing facsimile messages, coupling each store
and forward facility to the switched telephone network for
both receiving from and transmitting to a plurality of fac­
simile machines associated with each store and forward
facility facsimile messages, recording in the mass storage
means each facsimile message transmitted from an associ­
atied facsimile machine together with information indicating
the transmitting facsimile machine and the intended receiv­
ing facsimile machine, and transmitting facsimile messages
stored in the mass storage means to intended receiving
facsimile machines if those intended receiving facsimile
machines are associated with the store and forward facility
which received the facsimile message from a transmitting
facsimile machine, or to another of the plurality of store and
forward facilities if the intended receiving facsimile machine
is associated with the other store and forward facility,
including the step that if an intended receiving facsimile
machine is busy or otherwise unavailable to receive at the
time a store and forward facility attempts contact to transmit
a facsimile message, of periodically retrying to transmit the
facsimile message to the intended receiving facsimile
machine, and including the step, upon successful comple­tion
of a facsimile transmission to an intended receiving fac­
simile machine, of transmitting a message to the transmit­
ting facsimile machine, either directly or through another
store and forward facility associated with that particular
transmitting facsimile machine, confirming delivery of the
transmission to the intended receiving facsimile machine,
and further including the steps of determining by a store and
forward facility while that facility is in communication with
that particular facsimile machine, the additional facsimile
message is immediately appended to a message queue for
the particular facsimile machine and delivered as part of the
communication with that particular facsimile machine.

106. A method for facilitating facsimile communications
between a transmitting facsimile machine and at least one
intended receiving facsimile machine, comprising the step
of providing at least one store and forward facility to the
switched telephone network for receiving facsimile mes­sages from transmitting facsimile machines, assigning to
each system subscriber of a plurality of system subscribers
a unique destination telephone number, wherein the dialing
of the unique destination telephone number of each system
subscriber results in the related telephone call being
switched by a switched telephone network to the at least one
store and forward facility, receiving over time at the first
store and forward facility a plurality of telephone calls, each
call of said plurality of telephone calls being switched to the
store and forward facility by the switched telephone network
as result of a senders dialing one of the unique destination
telephone numbers, whereby each such received call results
in an originating telephone call connection being made,
receiving during the originating telephone call connections,
at the at least one store and forward facility, facsimile
messages from transmitting facsimile machines, recording
received facsimile messages in the mass storage means
under the information indicating the transmitting fac­
simile machine and the intended receiving facsimile
machine, and transmitting facsimile messages stored in the
mass storage means to intended receiving facsimile
machines, and including the step that when an intended receiv­
ing facsimile machine is busy or otherwise unavailable to
receive at the time the at least one store and forward facility
attempts contact to transmit a facsimile message, of peri­
odically retrying to transmit the facsimile message to the
intended receiving facsimile machine, and the step, upon
successful completion of a facsimile transmission to an
intended receiving facsimile machine, of transmitting a
message to the transmitting facsimile machine confirming
delivery of the transmission to the intended receiving fac­
simile machine, and the additional facsimile
message is immediately appended to a message queue for
the particular facsimile machine and delivered as part of the
communication with that particular facsimile machine.

105. A method for facilitating facsimile communications
between a transmitting facsimile machine and at least one
intended receiving facsimile machine, comprising the step
of providing at least one store and forward facility having
computer means for controlling its operation and having
mass storage means for storing facsimile messages, cou­
A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing at least one store and forward facility with a unique non-subscriber address, initiating by a store and forward facility an attempt to deliver the received facsimile message to the respective non-subscriber address, and further including the step that when an additional facsimile message is received by a store and forward facility while that facility is in communication with that particular facsimile machine, the additional facsimile message is immediately appended to a message queue for the particular facsimile machine and delivered as part of the communication with that particular facsimile machine.

107. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of:

- providing at least one store and forward facility having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for receiving facsimile messages from transmitting facsimile machines, recording received facsimile messages in the mass storage means together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines, and including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time the at least one store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine confirming delivery of the transmission to the intended receiving facsimile machine;
- providing a plurality of store and forward facilities at both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step that when an additional facsimile message intended for a particular receiving facsimile machine is received by a store and forward facility while that facility is in communication with that particular facsimile machine, the additional facsimile message is immediately appended to a message queue for the particular facsimile machine and delivered as part of the communication with that particular facsimile machine.

108. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of:

- providing at least one store and forward facility with a unique non-subscriber address, initiating by a store and forward facility an attempt to deliver the received facsimile message to the respective non-subscriber address, and further including the step that when an additional facsimile message is received by a store and forward facility while that facility is in communication with that particular facsimile machine, the additional facsimile message is immediately appended to a message queue for the particular facsimile machine and delivered as part of the communication with that particular facsimile machine.
- providing a plurality of store and forward facilities at both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and
forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the steps of receiving, at one or more store and forward facilities, from transmitting facsimile machines, facsimile messages addressed by transmitting facsimile machines to non-subscribers, storing such non-subscriber addressed messages in mass storage together with the respective non-subscriber addresses, and initiating by at least one store and forward facility an attempted delivery of the received messages to the respective non-subscriber addresses, and further including the step that when an additional facsimile message intended for a particular receiving facsimile machine is received by a store and forward facility while that facility is in communication with that particular facsimile machine, the additional facsimile message is immediately appended to a message queue for the particular facsimile machine and delivered as part of the communication with that particular facsimile machine.

110. A method for facilitating facsimile communications between a transmitting facsimile machine and at least one intended receiving facsimile machine, comprising the steps of providing a plurality of store and forward facilities at geographically spaced locations each having computer means for controlling its operation and having mass storage means for storing facsimile messages, coupling each store and forward facility to the switched telephone network for both receiving from and transmitting to a plurality of facsimile machines associated with each store and forward facility facsimile messages, recording in the mass storage means each facsimile message transmitted from an associated facsimile machine together with information indicating the transmitting facsimile machine and the intended receiving facsimile machine, and transmitting facsimile messages stored in the mass storage means to intended receiving facsimile machines if those intended receiving facsimile machines are associated with the store and forward facility which received the facsimile message from a transmitting facsimile machine, or to another of the plurality of store and forward facilities if the intended receiving facsimile machine is associated with the another store and forward facility, including the step that if an intended receiving facsimile machine is busy or otherwise unavailable to receive at the time a store and forward facility attempts contact to transmit a facsimile message, of periodically retrying to transmit the facsimile message to the intended receiving facsimile machine, and including the step, upon successful completion of a facsimile transmission to an intended receiving facsimile machine, of transmitting a message to the transmitting facsimile machine, either directly or through another store and forward facility associated with that particular transmitting facsimile machine, confirming delivery of the transmission to the intended receiving facsimile machine, and further including the steps of determining by a store and forward facility, based on the telephone number used by the switched telephone network to switch a particular call to at least one store and forward facility, if the particular call is a mailbox call intended for a particular system subscriber, and directing by a store and forward facility, in response to the determining of a particular call to be a mailbox call intended for a particular system subscriber, a facsimile message received during that particular call to the mailbox associated with that particular system subscriber, and further including the step that when an additional facsimile message intended for a particular receiving facsimile machine is received by a store and forward facility while that facility is in communication with that particular facsimile machine, the additional facsimile message is immediately appended to a message queue for the particular facsimile machine and delivered as part of the communication with that particular facsimile machine.