



Adding FaxFinder® Channels

Purchasing Additional Channels

To purchase additional channels, contact your reseller or MultiTech. For the FF240-IP and FFx40 models, the maximum number of channels is 8. For FF240-IP.Rx and FFx40.Rx models with firmware 5.0 or higher installed, the maximum number of channels is 24.

When you purchase additional channels, you'll receive an email containing the upgrade code(s) and redemption instructions. If you DO NOT receive the email, contact your reseller or MultiTech Customer Service and mention that you did NOT receive the upgrade code(s) and redemption instructions. You cannot continue without this information.

Note: FaxFinder does not call in to determine the number of channels, you have to go through the upgrade process and enter a new license key into FaxFinder.

Redeeming Your Upgrade Code(s)

Each upgrade code and the license key that it generates are one-time use, permanent, non-transferrable upgrade for a single FaxFinder unit.

Note: If MultiTech replaced your FaxFinder during a repair or advance replacement and the replacement FaxFinder is missing channels, contact [Technical Support](#).

You need the upgrade code from the Upgrade Kit document or email to generate a new license key. To generate the license key:

1. Log into the FaxFinder web management interface and go to **System Configuration > Software Update**.
2. Copy or record your **Hardware ID**. You paste or enter this ID in the upgrade website.
3. In a separate browser tab or window, go to **www.multitech.com/upgrade/ffip.go**.
4. Paste or type your **Hardware ID** into that field.
5. Select the number of channels from the **Desired Number of Active Channels** drop-down list.
6. Enter your **Upgrade Code**.
7. Click the **End User License Agreement (EULA)** hyperlink, read the EULA, and check the box stating that you have read and agree to the EULA. (Required)
8. Enter and confirm an email address where the generated key will be sent.
9. Click **Redeem** to generate a new license key.
10. Copy or record the key to upgrade your license in FaxFinder.

Note: If you do not get the license key, contact Technical Support <https://support.multitech.com>.

Upgrading Your License in FaxFinder

Warning: Do not power off the FaxFinder during the upgrade process.

1. In the FaxFinder web management interface, go to **System Configuration > Software Update**.
2. In the License Upgrade section, paste or enter the newly generated key into the **New License Key** field.
3. Click **Upgrade License**.
4. Reboot the FaxFinder to complete the upgrade.

License Upgrade Fields

Field	Description
Current SIP Channels	Displays the number of channels currently installed. Maximum is 8 for FF240-IP and FFx40 models or 24 for FF240-IP.Rx and FFx40.Rx models.
Hardware ID	Displays the FaxFinder's Hardware ID. You need this to generate the license key.
Current License Key	Displays the license key currently in use on your FaxFinder.
New License Key	Enter the new license key in this field.



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