



## Using FF240-IP with T38fax.com

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Application Notes Rev. 0.02

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## Overview

The FaxFinder fax server is a network-attached device that replaces legacy paper-based fax machines and allows users to send and receive faxes electronically.

All inbound faxes can be forwarded to the FaxFinder where they can be routed to a user's email inbox, a network share, or a network printer. Outbound faxes can be submitted via three methods, Multi-Tech's print to fax client (for Windows and Mac 10.7), a web browser, or any existing email client.

FaxFinder fax servers combine quality hardware and software designed to integrate with existing and new telephony systems and IP-based networks, providing reduced costs while enhancing productivity by sending and receiving faxes using existing email and network resources.

## FaxFinder Features and Benefits

- Replaces legacy paper-based fax equipment
- Centralizes fax operations to the IT server room
- Supports industry-specific regulations, such as HIPAA and SOX
- Integrates fax with other applications using the open-source web services API
- Send outbound faxes electronically using client software (included), web interface, or existing email client
- Route inbound faxes to email inbox, network folder, or network printer
- Manage network settings and fax settings using administrative software

## Using FaxFinder with T38fax.com

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When connected to T38fax.com SIP trunk, the FaxFinder functions as a network fax server with two-way fax service. Multiple extension numbers (DID numbers) can be dedicated to incoming fax traffic which is routed to FaxFinder.

FaxFinder converts the incoming faxes into graphic files that can be sent as email attachments, to a network share, to a printer, or to trash. Because faxes can be delivered as email, the fax recipient can be at any reachable email address.

For example, a sales person can receive faxes while traveling by using a regular company fax number and picking up the email messages remotely. Each fax-dedicated extension number can be associated with a particular email address.

## FaxFinder IP (FF240-IP) Configuration

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This section provides a brief overview of FF240-IP needed to work with the T38fax.com SIP trunking service. For configuration details and help with other options or details, please refer to the FaxFinder Fax Server FF240-IP Administrator Guide. To download this, go to [www.multitech.com/support](http://www.multitech.com/support), enter FF240-IP in search field, and select your FF240-IP model from the list.

Install the FF240-IP on an IP network with access to the Internet. It is recommended to have the FF240-IP behind a firewall. Basic configuration is detailed in the Administrator Guide.

This guide assumes that basic configuration has been completed (such as Network, Time, SMTP, and User settings), User accounts have been created, and that other optional features have been configured as needed. Please see the FaxFinder Fax Server FF240-IP Administrator Guide for details.

# SIP/T.38 Configuration

To set the SIP and T.38 options click **Fax Configuration > SIP/T.38**. This guide assumes that the current SIP/T.38 options are set to the default, if not please click **Defaults** in the top right corner of this page. Set the following options (See screenshot below):

**Note:** Your Username will be different.

1. Set the SIP Proxy/Gateway to **sip.t38fax.com**
2. Check the box to enable **Authorization Required**
3. Enter your T38fax.com account's SIP Username in the Username field
4. Enter your T38fax.com account's SIP Password in the Password and Confirm Password fields
5. Check the box to enable **Use Registrar**
6. Set the Registrar to **sip.t38fax.com**

The screenshot shows the 'SIP / T.38 Configuration' page. On the left is a navigation menu with options like Home, Send Fax, Status & Logs, System Configuration, Fax Configuration (selected), SIP / T.38 (selected), Dialing Rules, Inbound, Inbound Routing, Outbound, Outbound Approval, Cover Pages, Store & Forward (T.37), Fax Log, Users, Contacts, and Logout. The main content area is titled 'SIP / T.38 Configuration' and has a 'Defaults' button in the top right. It is divided into two panels: 'SIP' and 'T.38'. The 'SIP' panel contains fields for Transport Protocol (UDP), SIP Proxy/Gateway (sip.t38fax.com), SIP Domain, Firewall Address, Authorization Required (checked), Username (13202722940), Password, Confirm Password, Local Port (5060), SIP Proxy Port (5060), Loose Routing (off), Use Registrar (checked), Registrar (sip.t38fax.com), Registrar Port (5060), and Expires (3600). The 'T.38' panel contains fields for Fax ID (FF240-IPR1), Fax Method (T.38 Re-invoke), Fax Codec (G.711 Alaw and G.711 ulaw checked), Redundancy Level (3), Max Buffer (4000), Channel Reservation (0 Inbound Only, 0 Outbound Only), Max Rate (14400), Error Correction (on), Dialing Rules (none), Jitter Buffer Delay (300), Max Datagram (948), Extension Length (0), Extension Source (SIP To Header), and Extension Digits (Use All). A 'Save' button is at the bottom right.

## Firewall considerations

For security reasons, it's recommended to place the FF240-IP behind a Firewall. If the Firewall is performing NAT functions, then you will need to enter the Public IP Address of your Firewall in the "Firewall Address" option. You will also need to map the port 5060 and ports 49152 to 60000 on your firewall to the FF240-IP.

## Routing Inbound Faxes

You can define multiple fax destinations. Faxes can be delivered via email, sent to a printer, or written to a network or SFTP share. You can also send incoming faxes directly to Trash.

Inbound faxes can be routed based on the dialed DID number which allows the administrator to dedicate DID numbers to certain users, share folders, or printers.

To configure inbound routing click **Fax Configuration > Inbound Routing**. On the Inbound Routing page, select how you want inbound faxes routed.

- The Global Routing sends a copy of every incoming fax to the defined fax destination as well as to destinations in the Default Routing or Recipients table.
- The Default Routing defines a default fax destination when the incoming fax does not include a valid recipient's extension.
- The Recipients routing is where you can setup routes for specific DID numbers, the Inbound Extension received (the dialed DID number) must match the Extension of the Recipient for it to be routed to that destination.

This guide will cover Recipient routing options with the T38fax.com service. The screenshot below is an example of multiple Recipient routes for multiple T38fax.com DID numbers.

The screenshot displays the 'Inbound Routing' configuration interface. On the left is a sidebar with navigation buttons: Home, Send Fax, Status & Logs, System Configuration, Fax Configuration, Users, Contacts, and Logout. The 'Fax Configuration' section is expanded to show 'Inbound Routing' as the active page.

The main content area is titled 'Inbound Routing' and features three dropdown menus: 'Global Routing', 'Default Routing', and 'Recipients'. Below the 'Recipients' dropdown are buttons for 'Add', 'Import', 'Export', and 'Delete All'. A sub-header reads 'Route faxes by extension, caller ID number and caller ID name.'

The 'Recipients' table contains the following data:

Name	Extension	Caller ID Name	Caller ID Number	Fax Destinations
T38fax.com Line 1	13202722940			Email Fax to User: t38faxcom1
T38fax.com Line 2	13202722941			Email Fax to User: t38faxcom2
T38fax.com Line 3	13203075620			Email Fax to User: t38faxcom3
T38fax.com Line 4	13203075621			Email Fax to User: t38faxcom4

At the bottom of the table, there are pagination controls showing '5', '10', '25', and '50' items per page, and a status indicator 'Displaying 1 - 4 of 4'.

1. To add a Recipient route for a T38fax.com DID number, click Add on the Recipients title bar. An Add Recipient page will display.

**Note:** You should repeat this process for each T38fax.com DID number you have.

Enter the following options:

- **Name:** Enter a Name that will easily identify the route for you.
- **Extension:** Enter the T38fax.com DID number.
- **Caller ID Name:** Leave blank.
- **Caller ID Number:** Leave blank.

2. Click **Save** to continue.

**Note:** Leave the Caller ID Name and Caller ID Number completely blank, not even spaces.

Any value in these fields will cause the Recipient to not match the T38fax.com DID number.

After clicking Save on the Add Recipient page, the Edit Recipient page will display. The Recipient information will already be filled in from the Add Recipient options. You will need to add destinations.

You can add multiple destinations for each Recipient. The screenshot below is an example of a Recipient with an “Email Fax to User” destination.

If you have any questions or concerns about configuring or using the FaxFinder, create a support case on our technical support portal at [support.multitech.com](http://support.multitech.com).