
FaxFinder®

V.34 Fax Servers

Models: FF130

FF230

FF430

FF830

Administrator User Guide



FaxFinder® Administrator User Guide

S000458B, Version B.1

Models: FF130, FF230, FF430, and FF830

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Revisions

<i>Level</i>	<i>Date</i>	<i>Description</i>
A	06/23/09	Initial release: Software version 2.0, Client version 2.01.
B	07/09/09	Change Time Stamp / Certificate info; CSV file format info added.
B.1	10/22/09	Support Release version 2.05

Patents

This device covered by the following patents:

6,031,867; 6,012,113; 6,009,082; 5,905,794; 5,864,560; 5,815,567; 5,815,503; 5,812,534; 5,809,068; 5,790,532; 5,764,628; 5,764,627; 5,754,589; D394,250; 5,724,356; 5,673,268; 5,673,257; 5,644,594; 5,628,030; 5,619,508; 5,617,423; 5,600,649; 5,592,586; 5,577,041; 5,574,725; D374,222; 5,559,793; 5,546,448; 5,546,395; 5,535,204; 5,500,859; 5,471,470; 5,463,616; 5,453,986; 5,452,289; 5,450,425; D361,764; D355,658; D355,653; D353,598; D353,144; 5,355,365; 5,309,562; 5,301,274, 6,219,708.

Other patents pending.

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Warranty

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Chapter 1 – Product Description & Specifications

Product Description

This manual describes four Multi-Tech V.34 fax servers: the FF130 1-port FaxFinder unit, the FF230 2-port FaxFinder unit, the FF430 4-port FaxFinder unit, and the FF830 8-port FaxFinder unit. All four of these units are complete, economical, easy-to-use network fax servers. With any of these units, you can send and receive faxes as emails and send faxes from any application that can print.

When connected to a station port on a PBX, the FaxFinder functions as a network fax server with two-way fax service. Multiple PBX extension numbers are dedicated to incoming fax traffic which is routed to the FaxFinder. The FaxFinder converts the incoming faxes into graphic files that can be sent as email attachments, to a network share, to a printer or even to trash. Because faxes can be delivered in the form of email, the fax recipient could be at any reach-able email address. So, for example, a sales person could receive faxes while traveling by using a regular company fax number and picking up the email messages remotely. Each fax-dedicated PBX extension number can be associated with a particular email address.

We Supply

FF130/230	FF430/830
<ul style="list-style-type: none">• A FaxFinder (FF130 or FF230) with factory-installed software• One universal power supply with power cord• Common telephone cables (one for each port; RJ-11 at both ends)• A product CD that contains: a software package for client PCs and additional documentation• A set of four self-adhesive plastic feet	<ul style="list-style-type: none">• A FaxFinder (FF430 or FF830) with factory-installed software• One power cord• Common telephone cables (one for each port; RJ-11 at both ends)• A product CD that contains: a software package for client PCs and additional documentation• Rack-mounting fasteners

Safety Warnings

Telecom

1. Never install telephone wiring during a lightning storm.
2. This product must be disconnected from power source and telephone network interface when servicing.
3. This product is to be used with UL and cUL listed computers.
4. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
5. Use caution when installing or modifying telephone lines.
6. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
7. Do not use a telephone in the vicinity of a gas leak – not even to report a gas leak.
8. To reduce the risk of fire, use only 26 AWG or larger telecommunication line cord.
9. Never install a telephone jack in wet locations unless the jack is specifically designed for wet locations.

Internal Lithium Battery

- A lithium battery located within product provides backup power for the timekeeping capability. The battery has an estimated life expectancy of ten years.
- When the battery starts to weaken, the date and time may be incorrect. If the battery fails, the board must be sent back to Multi-Tech Systems for battery replacement.
- Lithium cells and batteries are subject to the Provisions for International Transportation. Multi-Tech Systems, Inc. confirms that the Lithium batteries used in the Multi-Tech product(s) referenced in this manual comply with **Special Provision 188 of the UN Model Regulations, Special Provision A45 of the ICAO-TI/IATA-DGR (Air), Special Provision 310 of the IMDG Code, and Special Provision 188 of the ADR and RID (Road and Rail Europe).**

Warning! There is danger of explosion if the battery is incorrectly replaced!

Ethernet Ports Caution

Caution: The Ethernet ports and command ports are not designed to be connected to a Public Telecommunication Network.

Technical Specifications

	FF130/230		FF430/830	
Connectors	RJ11 Line Jacks (1 or 2), Console Serial Port for configuration / debug, Ethernet RJ48, and Locking Screw on the Power Jack.		RJ11-Line Jacks (4 or 8), Command Serial Port for configuration / debug, Ethernet RJ45	
Size	6.4" W x 6.0" L x 1.2" H (16.3 cm x 15.2 cm x 3.0 cm)		17.3" W x 1.7" H x 8.4" L (43.9 cm x 4.3 cm x 21.3 cm)	
Weight	1.22 lbs. (0.55 kg)	1.25 lbs (0.57 kg)	6.86 lbs (3.11 kg)	7.15 lbs (3.24 kg)
Input Power Requirements	9 Vdc @ 590mA		100 – 240 Vac, 50/60 Hz, 1.2 – 0.6 A	
Maximum Power Consumption*	<u>FF130</u> 9 Vdc , 0.53 Amps, 4.73 Watts 20 Vdc , 0.23 Amps, 4.54 Watts 32 Vdc , 0.16 Amps, 4.96 Watts	<u>FF230</u> 9 Vdc , 0.58 Amps, 5.22 Watts 20 Vdc , 0.25 Amps, 5.04 Watts 32 Vdc , 0.17 Amps, 5.41 Watts	<u>FF430</u> 120 Vac/60Hz , 0.16A, 18.33 W 220 Vac/50Hz ; 0.12A, 28.07 W	<u>FF830</u> 120Vac/60Hz , 0.19A, 22.80 W 220Vac/50Hz ; 0.14A, 32.25 W
Operating Environment	32°-104° F (0°-40° C) relative humidity 20 to 90% noncondensing		32°-140° F (0°-60° C) relative humidity 20 to 90% noncondensing	
Storage Temp.	14° to 185° F (-10° to +85° C)		14° to 185° F (-10° to +85° C)	
EMC Approvals	FCC Part 15 Class A, EN 55022, EN 55024		FCC Part 15 Class A, EN 55022, EN 55024	
Safety Approvals	UL\cUL 60950-1, EN 60950-1		UL\cUL 60950-1, EN 60950-1	
Telecom Approvals	47CFR Part 68, CS03, TBR21 Other countries also included		47CFR Part 68, CS03, TBR21 Other countries also included	
Data Modem Specs	ITU-T V.92/V.90/56K (-92 build), V.34/33.6K V.32bis/14.4K V.22bis/2400 baud V.22, V.23, & V.21; Bell 212A & Bell 103 V.44 Error Correction V.42 LAPM, MNP 2-4 Error Correction V.42bis & MNP Class 5 data compression		ITU-T V.92/V.90/56K (-92 build), V.34/33.6K V.32bis/14.4K V.22bis/2400 baud V.22, V.23, & V.21; Bell 212A & Bell 103 V.44 Error Correction V.42 LAPM, MNP 2-4 Error Correction V.42bis & MNP Class 5 data compression	
Fax Modem Specs	ITU-T V.34 (MT5634SMI) ITU-T V.17, V.29, V.27 & V.21 Ch. 2 Telephony/TAM V.253 commands 2-bit & 4-bit ADPCM, 8-bit linear PCM & 4-bit IMA coding; 8kHz sample rate Concurrent DTMF, ring, & U.S. Caller ID detection		ITU-T V.34 (MT5634SMI) ITU-T V.17, V.29, V.27 & V.21 Ch. 2 Telephony/TAM V.253 commands 2-bit & 4-bit ADPCM, 8-bit linear PCM & 4-bit IMA coding; 8kHz sample rate Concurrent DTMF, ring, & U.S. Caller ID detection	
Simultaneous Scheduling	1 (Maximum) for FF130 2 (Maximum) for FF230		8 (Maximum)	
Web Connections	10 (Maximum)		50 (Maximum)	
File Upload Size	2 MiB (Maximum)		5 MiB (Maximum)	
Warranty	2 years.		2 years.	

* Multi-Tech Systems, Inc. recommends that the customer incorporate a 10% buffer into their power source when determining product load.

Chapter 2 – Getting Started

Introduction

This chapter shows you how to set up your Multi-Tech Model FF130/230/430/830 FaxFinder.

The setup process includes both cabling of the FaxFinder unit and configuration of the FaxFinder server software. The FaxFinder server software resides on the FaxFinder unit and does not need to be installed.

PBX Compatibility

Before proceeding with cabling or software installation, you should confirm that the telephony equipment with which you intend to use the FaxFinder is compatible with it. Although the FaxFinder can simply be connected to an ordinary phone subscriber line (a POTS line), it is often connected to a PBX. One of the convenient features of the FaxFinder is its ability to deliver incoming faxes as email messages *directly* to users on an Ethernet network. This *direct* service depends on the PBX's ability to route multiple called or calling numbers to a single station port. If the PBX lacks that ability, incoming faxes must be sent to users through an attendant. If you will be connecting the FaxFinder to a PBX, it is important to understand the PBX's capabilities in this regard beforehand. The following section explains why the capabilities of your PBX will determine how you set up the FaxFinder unit to work with it.

To operate the FF130/230/430/830 FaxFinder system in conjunction with a PBX, that PBX **must** be able to route incoming calls from many PBX extension numbers to a single PBX station port. This multiple-extension-to-single-port capacity allows multiple PBX users to have their own unique directory numbers for receiving faxes. If you are using the FF130/230/430/830 in conjunction with a PBX, be sure that the PBX has this multiple-extension-to-single-port functionality and that it is activated.

Incoming calls can be routed multiple ways by the PBX:

1. One to one mapping with the incoming number mapped to a station port where the FaxFinder resides.
2. Route based on the calling number. For this the PBX and phone service must support CID or ANI. This can allow multiple predefined calling numbers to be routed to a FaxFinder port and onward to any client.
3. Route based on the called number. For this the PBX and phone service must support DID or DNIS. This can allow multiple predefined called numbers to be routed to a FaxFinder port and onward to any client.

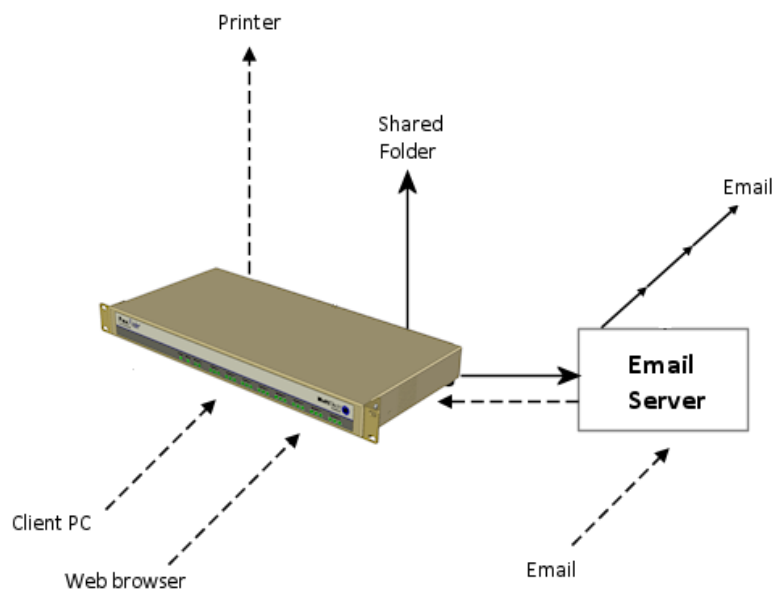
FaxFinder Operating Modes

When placed in the optimal environment, the Multi-Tech Systems FaxFinder can provide a host of useful functions. Inbound routing, that is fax transmissions coming into the FaxFinder unit; can be sent to many destinations. An incoming fax can be sent directly to a printer to be immediately printed, it can be sent to an email address for paperless reading, it can be discarded, or it can be deposited to a shared directory for users to retrieve should they have access rights.

Inbound Routing. Fax clients receive faxes in the form of email attachments. From the remote fax sender's perspective, PBX extension phone numbers are functionally identical to ordinary fax phone lines. Also, inbound faxes can be automatically printed or stored in a shared folder for archiving or multiple user access.

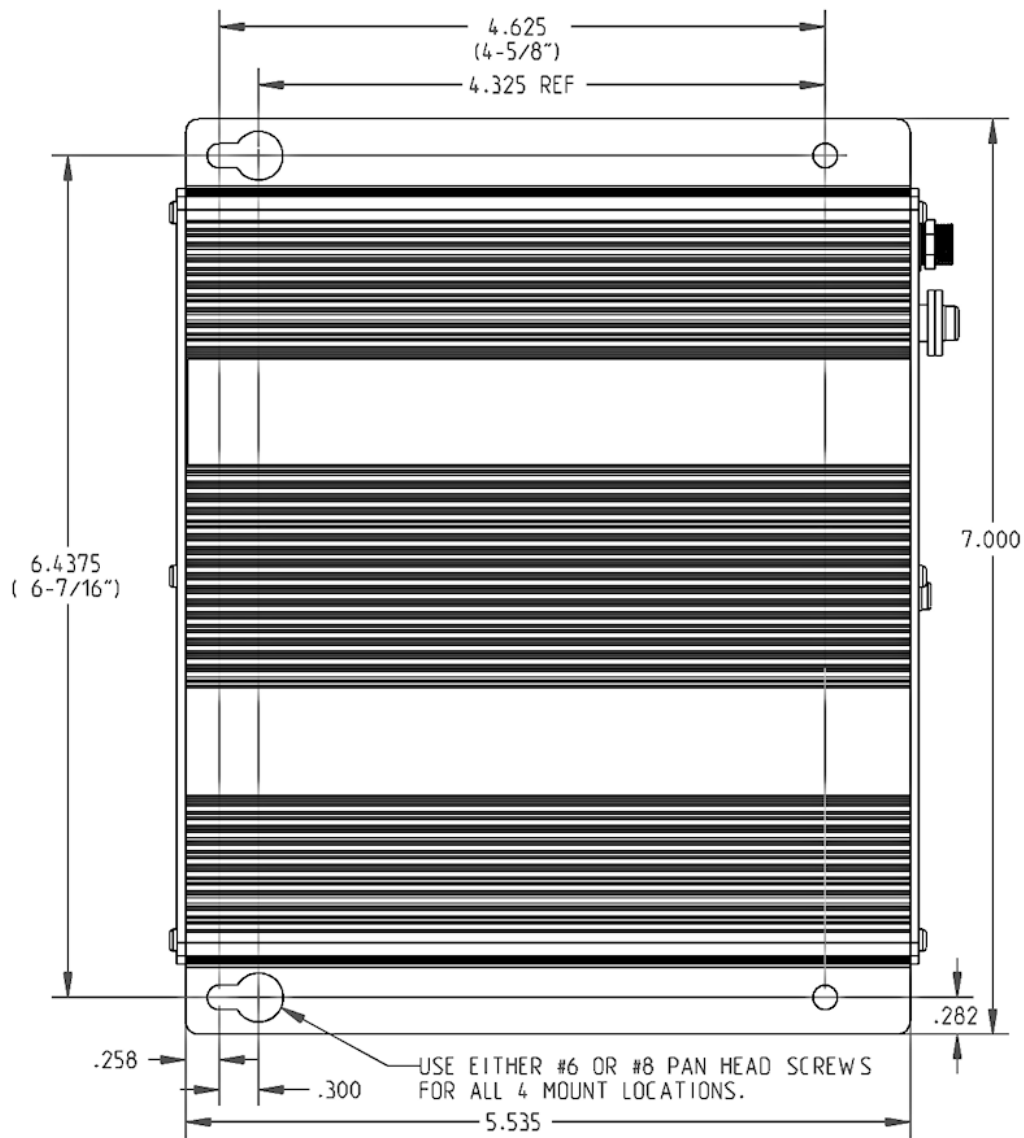
Outbound Routing. Fax clients on the network can send faxes directly from their PCs using any application program that can print. The application program must be set so that the FaxFinder itself is its printing destination. In response to the 'Print' command, the FaxFinder turns the 'print file' image into a fax. The FaxFinder transmits the fax to the public phone system (PSTN) or to another PBX extension. Store and Forward faxing allows for emails to be sent through the FaxFinder as a fax or users can simply log in to the web interface and send a fax from the unit directly.

When connected directly to a regular POTS line (or to a PBX without 'convergent' routing capability), the FaxFinder functions as an outgoing fax server with incoming fax service going through one or more attendants. Each of the FaxFinder's modems has a separate fax number and each modem can have a separate attendant that receives the fax messages as emails and then has the duty to direct them to their intended recipients. (Note that one attendant could serve more than one of the FaxFinder's modems – some or all of the modems.) For example, an FF830 FaxFinder might be used in a company with several departments that regularly receive faxes but in differing volumes. Suppose the sales department and the purchasing department receive many faxes and the shipping and service departments receive much less fax traffic. In that case, three of the FF830 modems might direct faxes to a single attendant in the sales department, and an additional three modems might direct faxes to the purchasing department; one modem might be directed to an attendant for the shipping department and another to an attendant for the service department. When not connected to a PBX, all incoming faxes go to a single email recipient, the attendant, who then sends them on, as needed, to the intended recipient. It is also possible to operate a FaxFinder unit in a mixed mode such that some of its modems are connected to PBX extensions while other of its modems are connected to POTS lines.

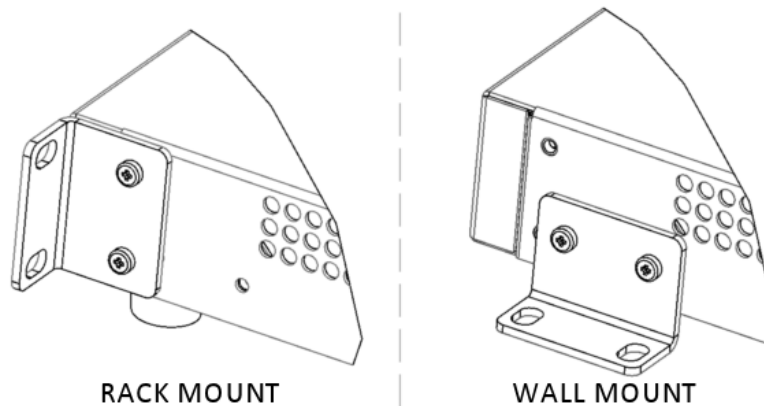


Mechanical Mounting

The FF130/230 FaxFinder comes with chassis screw holes to facilitate attaching it to a flat surface.



The FF430/830 are table-top units that can also be rack-mounted. Rack-mounting hardware is included.



Rack Mounting

Ensure proper installation of the unit in a closed or multi-unit enclosure by following the recommended installation as defined by the enclosure manufacturer. Do not place the unit directly on top of other equipment or place other equipment directly on top of the unit. If installing the unit in a closed or multi-unit enclosure, ensure adequate airflow within the rack so that the maximum recommended ambient temperature (60° C) is not exceeded. Ensure that the unit is properly connected to earth ground by verifying that it is reliably grounded when mounted within a rack. If a power strip is used, ensure that the power strip provides adequate grounding of the attached apparatus.

When mounting the equipment in the rack, make sure mechanical loading is even to avoid a hazardous condition. The rack used should safely support the combined weight of all the equipment it supports.

Ensure that the mains supply circuit is capable of handling the load of the equipment. See the power label on the equipment for load requirements.

This equipment should only be installed by properly qualified service personnel. Only connect like circuits - connect SELV (Secondary Extra Low Voltage) circuits to SELV circuits and TN (Telecommunications Network) circuits to TN circuits.

Note: The ambient temperature of the rack interior must not exceed 60° Celsius.

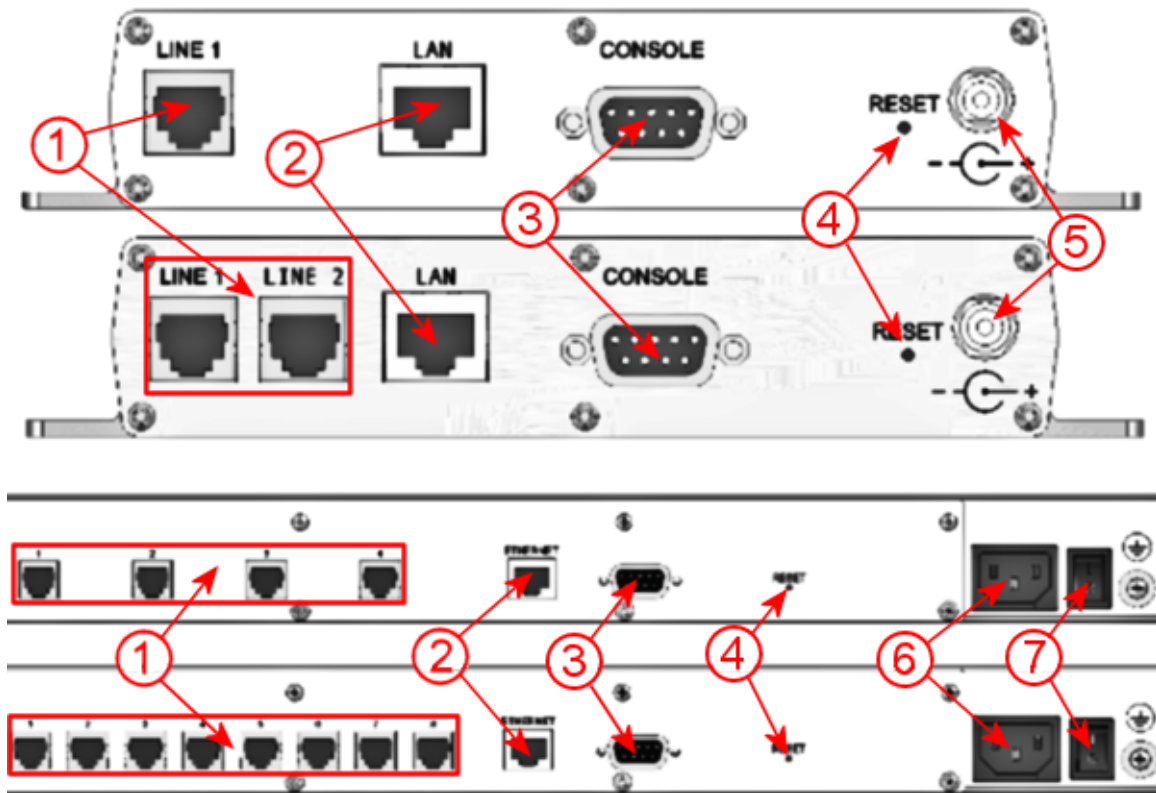
19-Inch Rack Enclosure Mounting Procedure

Attaching the FaxFinder to the rail of an EIA 19-inch rack enclosure will likely require two persons. Essentially, the technicians must attach the brackets to the FaxFinder chassis with the screws provided, as shown in the figure above, and then secure unit to rack rails by the brackets. Because equipment racks vary, screws for rack-rail mounting are not provided. Follow the instructions of the rack manufacturer and use screws that fit.

1. Position the right rack-mounting bracket on the FaxFinder using the two vertical mounting screw holes.
2. Secure the bracket to the FaxFinder using the two screws provided.
3. Position the left rack-mounting bracket on the FaxFinder using the two vertical mounting screw holes.
4. Secure the bracket to the FaxFinder using the two screws provided.
5. Remove feet (4) from the FaxFinder unit.
6. Mount the FaxFinder in the rack enclosure per the rack manufacture's mounting procedure.

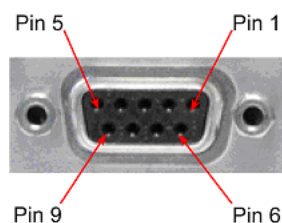
Connections

Below you will find the back panels for the FaxFinder family of products, starting with the 1-port FF130 the 8-port FF830, from top to bottom respectively. Following that is the description of the connections corresponding to the number labels for assistance with the connections.



1. **Line Ports.** PSTN/POTS RJ 11 phone line connectors.
2. **LAN/Ethernet Port.** RJ 45 receptacle for network connection. The FaxFinder 130/230 units for reasons of space constraints are labeled LAN, while the FF430/830 units show Ethernet.
3. **Console/Command Port.** DB 9 connection for serial access and control of the FaxFinder units.
4. **Reset.** Access hole for reset button (use a straightened paper clip or similar tool to push the recessed button).
Pushing and releasing the button once will reboot the FaxFinder.
Holding the button down for 3 seconds will reset the FaxFinder to factory defaults.
5. **Power Connector.** Threaded connector for the provided power supply.
6. **Power Socket.** Power receptacle for provided power cord.
7. **Power Switch.** On/Off power switch for the FaxFinder 430/830 units.

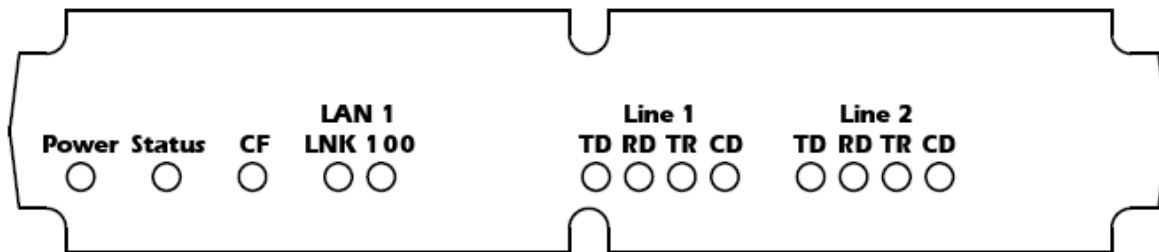
Console/Command Port Pin Assignments



Pin 1	CD
Pin 2	RCV
Pin 3	XMT
Pin 4	DTR
Pin 5	Ground
Pin 6	DSR
Pin 7	RTS
Pin 8	CTS
Pin 9	Ring

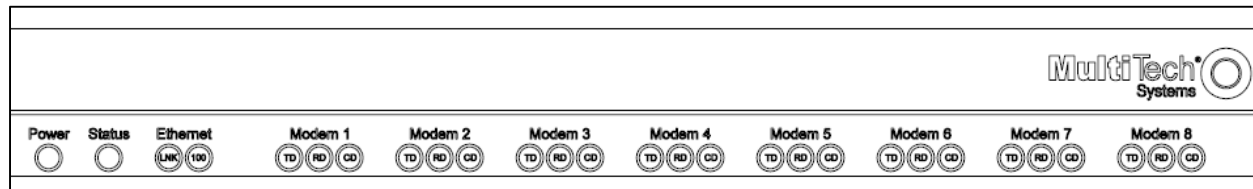
Front Panel LEDs

FaxFinder 130/230 (FF230 shown)



Label	Name	Description
Power	Power	Solid (constant) green if unit is on.
Status	Status	A few moments after power is on, the Status LED will be blinking green to show normal, working state.
CF	Compact Flash	When the compact flash drive is accessed, this LED will light.
LNK	Data Link	Lit when a physical link has been established with the Ethernet network.
100	Speed	When lit, Ethernet rate is 100 MHz; when unlit rate is 10 MHz.
TD	Transmit Data	The TD LED flashes when the modem is transmitting data to another modem.
RD	Receive Data	The RD LED flashes when the modem is receiving data from another modem.
TR	Data Terminal Ready	Indicates that server is in communication with the modem.
CD	Carrier Detect	Carrier of remote modem is detected.

FaxFinder 430/830 (FF830 shown)



Label	Name	Description
Power	Power	Solid (constant) green if unit is on.
Status	Status	A few moments after power is on, the Status LED will be blinking green to show normal, working state.
LNK	Data Link	Lit when a physical link has been established with the Ethernet network.
100	Speed	10 MHz or 100 MHz When lit, Ethernet rate is 100 MHz; when not lit, Ethernet rate is 10 MHz.
TD	Transmit Data	The TD LED flashes when the modem is transmitting data to another modem.
RD	Receive Data	The RD LED flashes when the modem is receiving data from another modem.
CD	Carrier Detect	Carrier of remote modem is detected.

Installation Overview

Part A: Cabling – Connecting the FaxFinder to Power, Phone Lines, and Ethernet

Summary: Place the FaxFinder in a convenient location, and then connect it to your AC power outlet and Ethernet.

1. Connect FaxFinder to AC Outlet.

- A. **FF130/230 Power.** Plug the DC power transformer into a power outlet or power strip. Secure the other end to the Power Receptacle on your FF130/230 FaxFinder. Secure the power cord to the connector with the lock nut. (Builds of FF130/230 for outside of North America have a 2-piece power connection.)

Power supply attachments (FF130/230): The FF130/230 models come with a power supply that has interchangeable blades for use in various countries. First remove the protective cover by sliding down the locking switch and pull the protective cover out from the bottom (this can be discarded). Next, select the correct blade attachment for your locale and insert the top portion of the attachment first (there is a corresponding tab that mates with the slot in the blade attachment) and then push up-and-in while holding down the locking switch. Once the attachment is in place, release the locking switch to lock the attachment in

Note: The FF130/230 units have a reset switch instead of a power toggle switch. Using a straightened paper clip to push the recessed button will perform a hardware reboot. This is only necessary if the unit becomes unresponsive. Holding the button down for 3 seconds will reset the unit to factory defaults.

Caution: Use only the DC power transformer supplied with the FaxFinder. Use of any other transformer voids the warranty and can damage the FaxFinder.

- B. **FF430/830 Power.** Connect the power cable between the unit and a power outlet.

2. Verify Powering.

After power is applied, the **Power** LED comes on immediately but there is a 4-second delay before the **Status** LED comes on. In normal operation, the **Status** LED will be flashing.

When you apply power, the FaxFinder will take a short time to boot up. While booting, the **Status** LED will be solid (not flashing). The **Status** indicator flashes when the unit is ready. If after 5 minutes this does not happen, disconnect and reconnect the power to have the FaxFinder reboot.

3. Connect FaxFinder to Ethernet Network.

Plug one end of your RJ45 Ethernet cable into the FaxFinder's Ethernet jack and the other end into your network Ethernet hub. This Ethernet cable is not included with your FaxFinder unit.

Caution: Before connecting to the Ethernet Network, make sure that the network to which you are connecting the FaxFinder is not a 192.168.2.x subnet. Because the FaxFinder's factory default IP address is 192.168.2.1, connecting it to a network that has a different device at that same IP address would cause data interference.

If it is a 192.168.2.x subnet, connect from the Administrative PC to the FaxFinder using an RJ45 crossover cable until the FaxFinder's IP address has been configured. Thereafter, connect the FaxFinder into the network with an ordinary RJ45 cable.

4. Connecting to Telephony Service

The FaxFinder can either be connected to a PBX or to POTS lines.

Part B: Configuring the FaxFinder Server

1. Setting Admin PC to Startup IP Address

To initially access the FaxFinder, you will need to connect the unit directly to a compatible computer. This process is detailed below. After the first setup, you can change the IP address of the FaxFinder unit to one that is capable of operating on the network where it will permanently reside. If the FaxFinder is already attached to a network, the Client software can Auto-discover the IP address. Alternatively, using the Command/Console port, you can use a terminal program (like HyperTerminal) and type “ifconfig eth0 *IP address*”. After that you can temporarily use the web interface for access and permanently set the IP address in the System Configuration section.

- A. Connect a PC directly to your FaxFinder unit using an RJ45 network cable (this may entail disconnecting the PC from its current network).
- B. Set the computer now connected to the FaxFinder to IP address **http://192.168.2.x**, where **x** can be from 2 to 255 (use any address **except** 192.168.2.1). *Make sure you write down the original IP address so you may re-enter it when finished.*

<p>Windows XP/2003</p> <ol style="list-style-type: none"> a. From the Windows desktop, right-click on “My Network Places,” and select “Properties.” b. In the Network Connection screen, right-click on “Local Area Connection.” c. In the Local Area Connection Properties screen, on the “General” tab, scroll to the “Internet Protocol (TCP/IP)” entry and select it. Click “Properties.” d. In the Internet Protocol (TCP/IP) Properties screen, record the existing IP address. Then reset the IP address to 192.168.2.2. 	<p>Windows 2000</p> <ol style="list-style-type: none"> a. From the Windows desktop, right-click on “My Network Places,” and select “Properties.” b. In the Network and Dialup Connections screen, right-click on “Local Area Connection” and select “Properties.” c. In the Local Area Connection Properties screen, select the “Internet Protocol (TCP/IP)” entry. Click “Properties.” d. In the Internet Protocol (TCP/IP) Properties screen, record the existing IP address. Then reset the IP address to 192.168.2.2.
<p>Windows Vista</p> <ol style="list-style-type: none"> a. Click on Start and go to Network. b. In the left-hand ‘Folders’ pane, Right-click on Network and select Properties. c. For the Local Area Connection, click on the View Status link. d. In the Status window, click on Properties. Click Continue when the permission window pops-up. e. In the Properties window, click once to highlight “Internet Protocol Version 4 (TCP/IPv4)” and then click Properties below. f. Here you can select the “Use the following IP address:” radio button, and then set the “IP Address” to 192.168.2.2. g. Click OK, then click Close and then Close again. 	

2. Logging In

- A. Bring up a Web browser on your pc. At the browser's address line, type the IP address of the FaxFinder: type **192.168.2.1** and press **Enter**.
- B. The **Login** screen will appear. At this point you can be assured that the FaxFinder is connected to the network.
- C. At the **Login** screen, enter **admin** (all lower case) in the Username field and **admin** (all lower case) in the Password field.
- D. Click the **Login** button. The Web Management **Home** screen will appear. From this screen, you can access all of the FaxFinder Server software screens.

Note: The FFx30 units have real-time clocks. The default setting is to set the time via a timer server (time.nist.gov). If the time is not accurate, a message may be issued by the web browser that the certificate is invalid or expired. If this occurs, you should add an exception **temporarily** until the IP Address and date/time are correctly set.

Once the date/time and IP Address are set, you will be able to generate a certificate with your information (see Certificates section of Chapter 3).

3. Setting FaxFinder IP Addresses

- A. Click on **System Configuration** in the top navigation bar.
- B. Network Configuration is the first sub-category found in the left-hand navigation frame. Fill in the IP information that applies to your FF130/230/430/830 FaxFinder Server unit. The fields for "IP Address," "Subnet Mask," and "Default Gateway" are required. The Hostname field is used to supply a fully qualified domain name (FQDN) for the FaxFinder Server when it accesses an email server to send email (T.37). The hostname is used in conjunction with Store and Forward faxing as the 'To' address; *e.g.* FAX=7635551234@**hostname** (where hostname would be something like faxfinder.mycompany.com). A "Primary DNS" and "Secondary DNS" may be considered optional, but, in any case, do not leave an invalid value in either of these fields.
- C. Click **Save**. After the **Save** button has been clicked, it takes a moment for the FaxFinder to update the addresses.

4. Resetting Admin PC to Its Regular IP Address

In step #1 above, you recorded the original IP address of the administrator's PC and then reset the IP address as required to allow communication with the FaxFinder unit. You may now set the IP address of the administrator's PC back to its original value or to any other value that will allow you to communicate with the FaxFinder at its new IP address.

5. Log In After Reset

Having reset the IP address of the administrator's PC, you must log into the FaxFinder Server software again. Enter the new IP address of the FaxFinder into your browser, and then enter **admin** as Username and **admin** as Password to log in again.

If the IP has been changed, your browser may show a warning message at this point. This is related to the certificate issued by the FaxFinder (the default is for the IP address 192.168.2.1 – changing the IP will cause an invalid certificate warning). Browsers will not allow access without a valid certificate and the FaxFinder does have a valid certificate, but it is self-signed (*i.e.* no third party verification), so your browser displays a warning about this. You may safely continue (Internet Explorer), or in the case of Firefox, temporarily add the FaxFinder certificate to the exception list.

Firefox Add Exception Process:

Secure Connection Failed

192.168.52.248 uses an invalid security certificate.


The certificate is not trusted because it is self signed.
The certificate is only valid for 192.168.2.1

(Error code: sec_error_untrusted_issuer)

- This could be a problem with the server's configuration, or it could be someone trying to impersonate the server.
- If you have connected to this server successfully in the past, the error may be temporary, and you can try again later.

You should not add an exception if you are using an internet connection that you do not trust completely or if you are not used to seeing a warning for this server.

Add Security Exception

 You are about to override how Firefox identifies this site. Legitimate banks, stores, and other public sites will not ask you to do this.

Server

Location:

Certificate Status

This site attempts to identify itself with invalid information.


Wrong Site

Certificate belongs to a different site, which could indicate an identity theft.

Unknown Identity

Certificate is not trusted, because it hasn't been verified by a recognized authority.

Permanently store this exception



6. Save your Configuration to a File on the Local PC

Now that you have setup the FaxFinder unit to the necessary configuration, it is a good idea to save the parameters in case the unit needs to be restored after a factory default. This will save you time if you want to test different settings or need to do some troubleshooting as you will be able to return to these settings easily. Click on the **System Configuration** top navigation link and then click on the **Save/Restore** link in the left-hand pane. In the *Save/Restore Configuration* window, click on the Save Config link in the upper right hand corner to save what you have set so far. The file name “config_#####.bin” (with the #’s replaced by the version number) will appear in the dialog for where you can store the file. This *config* file can then be used to restore the FaxFinder to this configuration.

7. Sending Test Fax from Fax Machine to FaxFinder

- A. Set up an email address for the Administrator by going to the Users section (top navigation bar) and click on the Edit action item for the Administrator account to add an email address. If you are using a PBX, the Fax Configuration | Modem section should be reviewed for any necessities prior to attempting a fax. Next go to the *Fax Configuration | Inbound Routing* page and verify where the fax will be routed – if no settings are changed, any incoming fax will be emailed to the Administrator email address (by default, all incoming faxes are routed to the Administrator). Next set the SMTP parameters in the SMTP Configuration section of the System Configuration. When you are ready, use a conventional fax machine to send a fax to the fax number of the FaxFinder.
- B. Verify that the fax message sent reaches the email inbox of the administrator. You may click on the **Status & Logs** link in the top navigation bar, and then click on the **Inbound Fax Log** link in the left-hand frame to see if the FaxFinder sends the email. If the email was sent successfully, the “Inbound Fax Log” field will contain the message. Click on the Details link to see where it was delivered. If the email is not delivered within 5 minutes, see the “Troubleshooting Appendix;” specifically “*What if I don’t get the email to me of the test fax that I sent?*”
- C. Verify also that you can open the fax in a PDF viewer program on your computer. The PDF viewer could be any commercial or open source PDF viewer. You can also choose to have your fax messages delivered as TIFF files. The TIFF viewer program you use could be either the Multi-Tech TIFF Viewer or a graphic file viewer included with or installed in your PC. (The Multi-Tech TIFF viewer is included on the Product CD and installed with other client programs. During installation, you can choose to associate all TIFF files with the Multi-Tech TIFF Viewer or leave them associated with another program.) In your email program, double-click on the file attached to the email message. The PDF or TIFF viewer program will come up automatically displaying the fax file.

8. Adding Client-Users

It is important to get the users added for the FaxFinder as the contact database is tied to the user account for those users who will send faxes. The best case scenario would have all potential users added before the users install the client software and begin to use the FaxFinder, that way, the contact lists will be automatically populated with any contacts they already have that have been entered into the FaxFinder unit for that user.

- A. Click on the **Users** link in the top navigation bar to create entries for the other users in your office who will send faxes through the FaxFinder. For each such FaxFinder client/user, enter the Username, Password, phone numbers and email address in the appropriate fields.
- B. Click on the Add link in the upper right-hand corner of the Users window to create a new client user. Ensure that you click on the **Update** button after each entry before creating the next one. The message “FaxFinder User updated” will appear above the section.

An alternative method for populating the User database is Comma Separated Value importation.

Note: By default, there is an Administrator user that cannot be deleted, but you can click on the Edit action item to change the information and password.

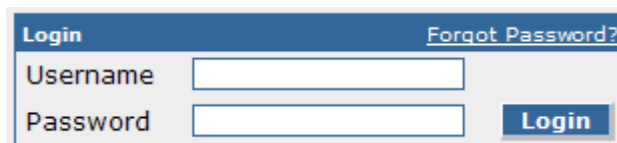
Chapter 3 – FaxFinder Web Management Interface

Introduction

In this chapter, we present the screens of the FaxFinder web management interface and describe the sub-categories for each screen. The major sections are presented along the top navigation bar of the web interface and most of these will activate a left-hand navigation window of sub-categories when clicked. As with any secure browser-based user interface, a certificate is required to allow access. The certificate used by the FaxFinder unit is self-signed, meaning that you will see a security warning when you first access the unit from a browser. These warnings do not mean that the unit is not secure; it is merely an indication that the validated certificate is not signed by a third party. Please select the option to continue when you are presented this information.

Login Screen

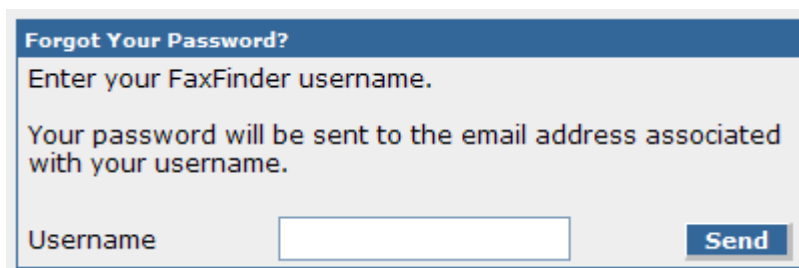
When you enter the IP address of your FaxFinder unit in a browser, you will first see the certificate warning as noted above. After continuing past the warning, you will be presented with the Login Screen. When you first receive your unit, the default username is **admin** and the default password is **admin**.



The screenshot shows a login form with a blue header bar containing the text "Login" on the left and "Forgot Password?" on the right. Below the header, there are two input fields: "Username" and "Password". To the right of the "Password" field is a blue button labeled "Login".

Forgot Password?

Should you forget your password, a link is provided that you can click to have your password emailed to you for access. Enter your username in the form provided and click the Send button to have the FaxFinder email the password.



The screenshot shows a form titled "Forgot Your Password?". The text inside the form reads: "Enter your FaxFinder username." followed by "Your password will be sent to the email address associated with your username." Below this text is a single input field labeled "Username" and a blue button labeled "Send".

Home Screen

The FaxFinder **Home** screen displays the model name, software version and contact resources.

Status & Logs Section

System Status

System Status		
Current Time	10/22/2008 16:03:41 CDT	
Up Time	5 days, 1h:02m	
Time Server Status	No Errors	
Printer Status		
Printer	Status	Jobs
Lexy	printer Lexy is idle. enabled since Wed Sep 24 17:24:06 2008	There are no print jobs
Network Share Status		
Share	Status	
//server/faxshare	disconnected	

The System Status screen provides many key pieces of information that can be used diagnostically or simply as a confirmation of correct settings.

Current Time

This field displays the current time and date on the FaxFinder unit. The format for this display is set in the *System Configuration: Time* screen.

Up Time

This displays the running, total time that the FaxFinder has been in operation since the last reboot/reset or disconnection of power.

Time Server Status

This indicates the status of the Time Server currently in use. If the Time Server Status shows 'Disabled' it is likely that you have set the Time Server to 'none.' Error messages will also appear here; for example the message 'SNTP Error: Unknown Host' will appear when the unit cannot contact the Time Server or if it gets no response from a Time Server. Normally you will see the 'No Errors' message.

Printer Status section

Printer Status


This displays the current status of each printer that has been set up in the *System Configuration: Printers* section.

Network Share Status section

Network Share Status

This displays the current status of any network shares that have been configured in the *System Configuration: Shares* section.

Fax Status



Home [Status & Logs](#) [System Configuration](#) [Fax Configuration](#) [Users](#) [Send Fax](#) [Logout](#)

Status & Logs <small>help</small>		Modem Status											
System Status		Modem	State	Page	Vertical Resolution	Baud Rate	Width	Length	Connect Time	Elapsed Time	Remote ID	Phone Number	Action
Fax Status		1	Waiting For Ring	0									Initialize Busy
Mail Queue		2	Waiting For Ring	0									Initialize Busy
Mail Log													
Inbound Fax Log													
Outbound Fax Log													
Modem Log													
		Inbound Fax Status											
		There is no Inbound Fax activity at this time											
		Outbound Fax Status											
		There is no Outbound Fax activity at this time											

Fax Status details the current state for several key items. Here also the administrator can view the state of the internal modems and change their state.

Modem Status

Modem

This column displays the sequential modem number associated with each internal modem based on the FaxFinder model (1 for the FF130, 1-2 for the FF230, 1-4 for the FF430 and 1-8 for the FF830).

State

This column displays the current state that the modem is in. Messages include: *Waiting for Ring*, *Connected*, and *Busied Out*.

Page

This column displays the current page that a modem is transmitting (if any).

Vertical Resolution

This column shows the resolution (vertical scan line type: 'fine', 'standard', etc.) that the page will be transmitted as.

Baud Rate

This column displays the baud rate that the modem is currently using.

Width

This column displays the current width setting for faxes sent through that modem.

Length

This column displays the current length setting for faxes sent through that modem.

Connect Time

This column displays the time at which the connection was made.

Elapsed Time

This column displays the time that has passed since the current connection was made.

Remote ID

This column displays the received identification from the remote connection.

Phone Number

This column displays the current phone number that the modem is connected to when sending.

Action

These options are only available to an administrator.

Initialize

Clicking on this link will send the initialization command string to the modem. This will also remove the busy-out state from a modem. When the initialization is complete, you will see a colored message bar at the top of the screen indicating that 'modem x initialized.' Using this action while a fax transmission is in progress will interrupt the fax and cause it to fail.

Busy

Clicking on this link will set the modem to a busy state, meaning that the modem will not send or receive faxes. Any incoming calls to this modem will receive the busy tone. To reverse this state and allow faxes to come in or be sent out, click on the 'Initialize' link for the modem.

Inbound Fax Status

Inbound Fax Status						
State	Start Time	Line Number	Extension	Recipient	Remote ID	Current Page
receiving	10/22/2008 16:07:35 CDT	2		POTS Modem 2	POTS modem 1	1

Inbound Fax Status displays information pertaining to each fax that is incoming, divided into a variety of categories.

State

This column displays the state of a fax that has not yet been completely received. Messages include: *receiving* or *delivering*.

Start Time

This shows the time that the inbound fax was initiated.

Line Number

This column displays the sequential modem number associated with each internal modem based on the FaxFinder model (1 for the FF130, 1-2 for the FF230, 1-4 for the FF430 and 1-8 for the FF830).

Extension

This will show the extension number where the fax will be routed to (if any).

Recipient

This will display the recipient Username or modem ID.

Remote ID

This shows the ID information sent from the fax originator.

Current Page

This will show what page is currently being received.

Outbound Fax Status

Outbound Fax Status									
State	Queued At	Scheduled Send Time	Attempt	Sender	Recipient			Fax Details	Action
					Name	Organization	Fax Number		
sending	02/24/2009 11:24:09 AM	02/24/2009 11:24:13 AM	1 of 1	Administrator (admin)	John Doe	Org	5382	Tech Writer Tes... (1 page)	Abort

Outbound Fax Status displays information pertaining to each fax that is set to be sent, divided into a variety of categories. There is also an Action section for aborting the fax before it is sent.

State

This column displays the state of a fax that has not yet been sent or completed being sent. Messages include: *new*, *pending* and *sending*.

Queued At

This shows when the outbound fax was initially queued.

Scheduled Send Time

If the fax in the Outbox is scheduled to be sent at a time other than immediately, this column will show the scheduled time.

Attempt

This column will show what fax attempt the fax is on out of the total number set to try.

Sender

This shows the sender name and username of the party associated with the fax to be sent.

Recipient

Name

Displays the name of the party intended to receive the fax.

Organization

Name of the business or company intended to receive the fax.

Fax Number

The telephone number of the fax line that will receive the fax.

Fax Details

This shows the pertinent pages of the outbound fax.

Action

These are links to specific actions (like aborting) for individual outbound faxes.

Mail Queue

The Mail Queue displays a list of emails residing in the queue waiting to be completed. Information is broken into six sections.

Resend Queued Mails

Clicking on this link will tell the FaxFinder to resend all mail items in the queue immediately.

Date

This column displays the date the email was created on.

Size

This column shows the size of the mail message in bytes.

Sender

This column displays the user name of the party sending the email.

Recipient

This column displays the intended target of the email.

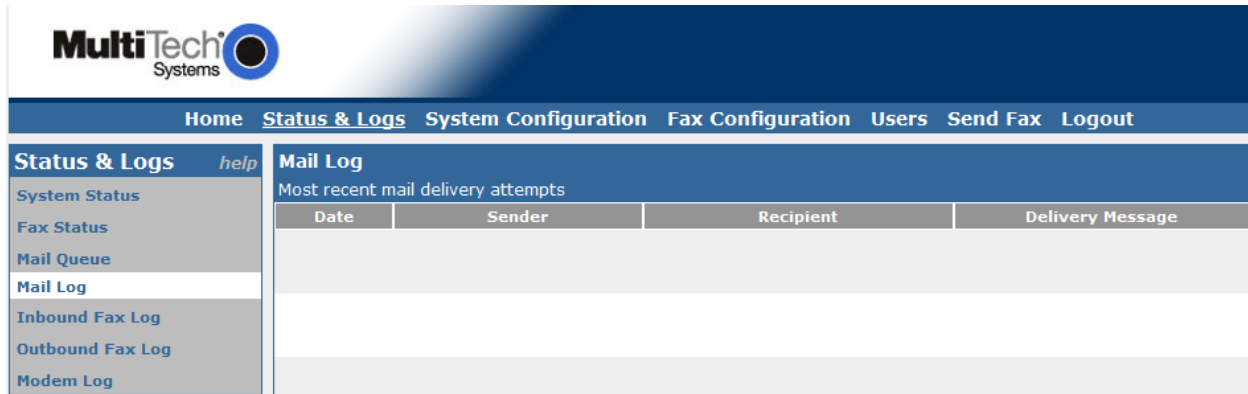
Type

This column shows the delivery type of file that is to be sent; e.g. *local*, *remote*.

Delivery Message

This column shows information about the state of the delivery. For example, if there was a problem, SMTP error messages can be shown here; e.g. *deferral: Sorry, I couldn't find any host by that name. (#4.1.2)*.

Mail Log



The screenshot shows the MultiTech Systems logo at the top left. Below it is a navigation bar with the following links: Home, Status & Logs, System Configuration, Fax Configuration, Users, Send Fax, and Logout. The 'Status & Logs' link is selected and highlighted. Below the navigation bar is a sidebar menu with the following options: System Status, Fax Status, Mail Queue, Mail Log (which is highlighted), Inbound Fax Log, Outbound Fax Log, and Modem Log. The main content area is titled 'Mail Log' and contains the text 'Most recent mail delivery attempts'. Below this text is a table with the following columns: Date, Sender, Recipient, and Delivery Message. The table is currently empty.

The Mail Log displays recent delivery attempts, listed from most recent to oldest.

Date

This column displays the date that this mail entry was attempted.

Sender

This column displays the sender of this particular mail attempt.

Recipient

This column displays the recipient for this attempted mailing.

Delivery Message

This column displays a message showing the result of the mail delivery attempt.

Inbound Fax Log

Inbound Fax Log							
State	Complete Time	Remote ID	Line Number	Extension	Recipient	Pages	Action
	10/22/2008 16:08:15 CDT	POTS modem 1	2		POTS Modem 2	1	Details

The Inbound Fax Log is a running tally of all of the faxes received by the FaxFinder unit. The individual logs have several categories that are tracked. Descriptions are below.

State

This will show the current or final state of the fax in question. States include: *complete*, *error – no page received*, *error – partial fax*, and *delivery failure*.

Complete Time

This logs the time at which that the incoming fax was successfully received. The format displayed depends on the settings chosen in *System Configuration | Time*.

Remote ID

This will display the identification associated with the received fax.

Line Number

This will show which internal modem received the fax by line number.

Extension

This column displays the extension that received the fax (if any).

Recipient

This column shows the identification of the recipient of the fax.

Pages

This displays the number of pages that were received.

Action

This category shows actions that can be taken with this log file. [Details](#) is the only option here, which will show more specifics about the fax received as shown below.

Inbound Fax Delivered To				
Type	Destination			
Inbound Fax Delivery Errors				
Admin email address is not set - can't deliver fax				
Modem Entries				
Modem	Status	Resolution	Baud Rate	Action
2	pass	Fine	14400	Details

Outbound Fax Log

Outbound Fax Log						
Status	Start Time	End Time	Sender Name	Recipient Name	Recipient Fax	Action
sent	10/22/2008 16:05:59 CDT	10/22/2008 16:08:09 CDT	Administrator	John Doe	5040	Details

The Outbound Fax Log is a running tally of all of the faxes sent by the FaxFinder unit. The individual logs have six categories that are tracked. Descriptions are below.

Status

This column displays the current state that the outgoing fax is considered to be in. Status messages include: *sent*, *aborted* and *failed*.

Start Time

This column displays the time that the transmission was started.

End Time

This column displays the time when the fax transmission completed.

Sender Name

This column displays the user name of the sending party.

Recipient Name

This column displays the name entered as the intended receiver of the fax.

Recipient Fax

This column displays the fax number entered as the intended destination of the fax.

Action

Clicking on the [Details](#) link will bring up a pop-up window with further information concerning this fax.

Modem Log

Modem Log								
Modem	Status	Direction	Fax Number	Time	Size	Pages	Resolution	Action
1	pass	outbound	5040	10/22/2008 16:07:16 CDT	14024	1	Fine	Details
2	pass	inbound		10/22/2008 16:07:35 CDT	14717	1	Fine	Details

The modem log tracks data pertaining to the internal modems of the FaxFinder unit. This information is often very helpful when troubleshooting connection issues and other related issues.

Modem

This displays the line number of the modem tied to this particular log entry.

Status

This displays the status of the modem for this log entry; pass or fail. If the fax does fail, this column will also display a short reason as to why there was a failure.

Fax Number

This displays the destination number of the fax.

Direction

This will show the direction (inbound or outbound) of the fax associated with this log entry.

Time

This displays the time that the log entry was created.

Size

This displays the size of the entire fax transmission.

Pages

This will display the number of pages in the fax of this log entry.

Resolution

This will show at what resolution the fax was sent. Default resolution is set to *Fine*.

Action

When populated, this will have a '[Details](#)' link for viewing the specifics of this entry in a pop-up window as shown below.

Modem	2
Status	pass
Init Time	10/22/2008 16:06:36 CDT
Off Hook Time	10/22/2008 16:07:35 CDT
Connect Time	10/22/2008 16:07:47 CDT
Elapsed Time	18
Scan Line Time	0
Baud Rate	14400
Width	1728
Height	Variable
Bytes	14717
Data Compression	mh
Error Correction	on

System Configuration Section

Network

The screenshot shows the MultiTech Systems web management interface. The top navigation bar includes links for Home, Status & Logs, System Configuration (which is highlighted), Fax Configuration, Users, Send Fax, and Logout. Below the navigation bar, there is a sidebar menu for System Configuration with options: Network (selected), SMTP, Time, Printer, Shares, Certificates, Save/Restore, Firmware, and Reboot. The main content area is titled 'Network Configuration' and contains a form with the following fields:

Hostname	<input type="text" value="faxfinder.example.com"/>
IP Address	<input type="text" value="192.168.52.248"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>
Default Gateway	<input type="text" value="192.168.52.1"/>
Primary DNS	<input type="text" value="192.168.11.251"/>
Secondary DNS	<input type="text"/>

A 'Save' button is located at the bottom right of the form.

This section is for entering the specific network settings needed for the FaxFinder to run on your network. By factory default, the FaxFinder ships with the IP address 192.168.2.1 for setup purposes. After setup and prior to connecting to your live network, enter the needed parameters for proper operation on the network where the FaxFinder is to operate.

Hostname

Enter the hostname that will be associated with this FaxFinder unit. This is what will be used in conjunction with Store and Forward faxing through email. The Fax server will check the hostname entered here and in Fax Configuration | Store & Forward Fax (T.37): Additional Hosts. If an email comes from an email client not listed in either of these locations, that email will be rejected.

IP Address

Enter the IP address that has been set for this FaxFinder unit. If you are setting this FaxFinder up for the first time, remember that once this has been changed, you will have to be on the same network to make further changes.

Subnet Mask

Enter the subnet mask that has been set for this FaxFinder unit. A typical subnet mask is 255.255.255.0, though your network may be different.

Default Gateway

Enter the IP address of the default gateway on the network for this FaxFinder unit. The default gateway is what allows the FaxFinder to contact network addresses outside of the local network. This is necessary for contacting an internet time server or SMTP server.

Primary DNS

Enter the primary domain name server (if any) that this FaxFinder unit will use for name resolution of IP addresses.

Secondary DNS

Enter the secondary DNS server (if any) for this FaxFinder unit.

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

SMTP

The screenshot shows the MultiTech Systems web management interface. At the top, there is a navigation bar with links for Home, Status & Logs, System Configuration (which is highlighted), Fax Configuration, Users, Send Fax, and Logout. Below this is a sidebar menu for System Configuration with options like Network, SMTP (highlighted), Time, Printer, Shares, Certificates, Save/Restore, Firmware, and Reboot. The main content area is titled 'SMTP Configuration' and contains the following fields:

- SMTP Server Address:
- SMTP Port:
- SMTP Username:
- SMTP Password:
- Confirm SMTP Password:
- FaxFinder Email Address: Save

Below the configuration fields is a section titled 'Send a Test Email' with a 'Send Test Email To Address' input field and a 'Send Test Email' link.

The SMTP section contains the information needed to setup email usage with the FaxFinder, as well as a way to test the setup by sending an email.

SMTP Configuration

SMTP Server Address

Enter the IP address of your simple mail transfer protocol server here. This can be either an IP address or Hostname. This is where emails will be sent.

SMTP Port

Enter the SMTP port to be used here (the default value for SMTP is 25).

SMTP Username

If your SMTP server requires authentication, enter the username that the FaxFinder unit will use for validation on the email server.

SMTP Password

If necessary for authentication, enter the password associated with the above username.

Confirm SMTP Password

Re-enter the password in order to avoid possible errors in the password previously entered.

FaxFinder Email Address

If you would like the FaxFinder unit to have a different 'From' email address, enter the change here.

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

Send a Test Email

Send Test Email To Address

Enter an email address here that you would like to send a test email to for verification that the settings entered are correct and then click the '[Send Test Email](#)' link.

Time

Correct time settings are important for logging and verification purposes. This section allows you to enter a preferred time server as well as your preferences for time and date display format.

Time Server

Select a time server from the choices available in the drop-down box or you may also select 'none.' When you select **None**, the *Time* and *Date* settings are no longer grayed-out and are available for you to set the current time.

Add Time Server

Here you may enter the name or address of a time server different from those available in the drop-down list.

Synchronize Every

Enter the interval of time that you want the FaxFinder to synchronize with the time server. This is only valid if you have selected a time server.

Time Zone

Select the time zone where the FaxFinder will be located from the drop-down list. Changing the time zone requires a reboot of the FaxFinder for it to take effect. A pop-up will alert you that a reboot will be performed, to which you may select cancel if you do not want to reboot at this time.

Date Format

Select the format that you want the date to be presented in. Key: 'M' is for month, 'D' is for day and 'Y' is for the year.

Time Format

Select the time format that you want information presented in (options are 24 or 12 hour).

Time (24 hour) hh:mm:ss

Enter or verify that the time is what you expect it to be. Key: 'H' is for hour, 'M' is for minute and 'S' is for seconds. This is only for when the Time Server has been set to "None."

Date mm/dd/yyyy

Enter or verify that the date is what you expect it to be. Key: 'M' is for month, 'D' is for day and 'Y' is for the year. This is only for when the Time Server has been set to "None."

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

Printer

The screenshot shows the MultiTech Systems web management interface. At the top, there is a navigation bar with links: Home, Status & Logs, System Configuration (active), Fax Configuration, Users, Send Fax, and Logout. Below this is a sidebar menu for System Configuration with options: Network, SMTP, Time, Printer (selected), Shares, Certificates, Save/Restore, Firmware, and Reboot. The main content area is titled 'Printers' and contains a table with the following data:

Printer Name	Printer Make	Printer Model	Description	Device URI	Action
Lex	Lexmark	Optra E	Lexmark in the printer room	socket://192.168.52.240	Print Test Page Edit Delete

Here you can add the printers available to the FaxFinder. Until the first printer is added, the section states 'There are no Printers.' Click the [Add](#) link to add a printer.

Printers

The [Add](#) and [Advanced Setup](#) screens are detailed in the next section. Clicking the Add link will bring up the Add Printer screen where you can add a printer to be used by the FaxFinder.

Printer Name

This displays the name you have entered for this printer.

Printer Make

This will display the maker of the printer selected when you added the printer.

Printer Model

This displays the model selected for this printer.

Description

This column will display any descriptive text that is entered for this printer, *e.g.* "East end printer."

Device URI

This will display the text string that is the Uniform Resource Identifier of the printer. There is a [Help](#) link on the **Add Printer** page that shows valid URI types; *e.g.* socket://192.168.2.250 or http://hostname:631/ipp/port1.

Action

There are three available action links:

[Print Test Page](#)

This will print a standard test page to the printer to ensure proper function.

[Edit](#)

This will open a new screen for editing the printer information. This screen is identical to the Add Printer screen.

[Delete](#)

This will delete the printer.

Add Printer

The Add Printer and the Edit Printer screens are identical, the only difference being that the Edit Printer screen will already contain information previously entered.

The screenshot displays the 'Edit Printer' configuration page within the MultiTech Systems interface. The page has a dark blue header with the MultiTech Systems logo and a navigation bar with links for Home, Status & Logs, System Configuration (active), Fax Configuration, Users, Send Fax, and Logout. A left-hand navigation menu lists various system configuration options, with 'Printer' selected. The main content area contains the following fields:

- Printer Make:** A drop-down menu showing 'Lexmark'.
- Printer Model:** A drop-down menu showing 'Optra E'.
- Printer Name:** A text input field containing 'Lexy'.
- Description:** A text input field containing 'Lexmark in the printer room'.
- Device URI:** A text input field containing 'socket://192.168.52.240' with a 'Help' link to its right.

At the bottom right of the form, there are two buttons: 'Save' and 'Cancel'.

Printer Make

Select the manufacturer of the printer you are adding from the drop-down list. If you do not see the manufacturer (make) of your printer, you can use the *Generic* selection.

Printer Model

Select the model of the printer you are adding from the provided list. If you selected Generic above, the selections here will be generic as well.

Printer Name

Enter a name to associate with this printer that users will understand.

Description

Enter a description of the printer you are adding. It is often useful to put the location of the printer here; *e.g.* "East end printer."

Device URI

Enter the Uniform Resource Identifier for this printer. Similar to a website URL, the URI identifies the location of a printer on the network. There is a [Help](#) link that shows valid URI syntax; *e.g.* socket://192.168.2.250 or http://hostname:631/ipp/port1.

Advanced Setup

Advanced Setup

This will bring up the Common UNIX Printing System (CUPS) page. This page is provided for advanced printing configuration and job control.

Note: *This page is provided using the GNU General Public License software agreement. A copy of the GNU GPL can be found on the product CD and in the back of this manual.*

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

Cancel button

Clicking on the cancel button will cause you to lose all information entered and return you to the previous screen.

Shares

The screenshot shows the MultiTech Systems web interface. The top navigation bar includes links for Home, Status & Logs, System Configuration (which is active), Fax Configuration, Users, Send Fax, and Logout. On the left, a sidebar menu lists various system configuration options, with 'Shares' highlighted. The main content area is titled 'Shared Resources' and contains a text input field for 'Domain/Workgroup' with the value 'WORKGROUP' and a 'Save' button. Below this is a 'Network Shares' section with an 'Add' link and a table. The table has three columns: 'UNC/Location', 'Username', and 'Action'. One row is visible with the following data: UNC/Location: '//server/faxshare', Username: 'user1', and Action: 'Connect Edit Delete'.

The shares screen allows the administrator to create a place for faxes to be sent for retrieval by more than one person. Anyone with network rights to the shared folder can view the faxes sent there. Creating a location to share access to multiple users can be a good way to ensure that faxes are responded to in a timely manner, especially in a sales environment. Other benefits are the ability for employees to cover for each other when someone is out of the office and for electronic archiving of faxes to a single location.

Shared Resources

Domain/Workgroup

Enter the domain where the FaxFinder will be operating. This box is pre-populated with the default value of 'WORKGROUP.'

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes may be lost.

Network Shares

By clicking on the Add link, you will bring up the Add Network Share screen where shares can be added.

UNC / Location

This column will display the Universal Naming Convention identifier or location entered for this shared resource.

Username

This column will display the username for the network that is associated with this shared resource.

Action

Connect

Clicking this link will connect you to the shared resource.

Edit

Clicking on this link will allow you to edit the parameters of this shared resource.

Delete

Clicking this link will delete the shared resource from use by the FaxFinder unit.

Add Network Share

The screenshot shows the MultiTech Systems web management interface. At the top is the MultiTech Systems logo. Below it is a navigation bar with links: Home, Status & Logs, System Configuration (highlighted), Fax Configuration, Users, Send Fax, and Logout. On the left is a sidebar menu for System Configuration with options: Network, SMTP, Time, Printer, Shares, Certificates, Save/Restore, Firmware, and Reboot. The main content area is titled 'Add Network Share' and contains four input fields: 'UNC / Location', 'Username', 'Password', and 'Confirm Password'. There are 'Save' and 'Cancel' buttons at the bottom right of the form.

After entering and saving a new network shared resource, you will see the message “Network Share updated” appear at the top of the screen. The network share is a common location when received faxes may be routed to. For those with access rights to this shared location, all information is accessible for use.

UNC / Location

Enter the Universal Naming Convention identifier or network location in this box. An example of a UNC or location would be `'//server/service'` or `'\\server\service.'`

Username

Enter the username that has *write* access to the shared location. This can be a general account or one specific to the folder that is to be shared.

Password

Enter the password associated with the above username.

Confirm Password

Re-enter the password in order to avoid possible errors in the password previously entered.

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes will be lost.

Cancel button

Clicking on the cancel button will cause you to lose all information entered and return you to the previous screen.

Certificates

The screenshot shows the 'Generate Server Certificate' page in the FaxFinder web management interface. The interface includes a navigation bar with links for Home, Status & Logs, System Configuration (selected), Fax Configuration, Users, Send Fax, and Logout. A sidebar on the left lists various system configuration options, with 'System Configuration' highlighted. The main content area contains a form for generating a server certificate with the following fields and values:

Common Name	dot248.example.com
Days	365
Country	US (2 letter code)
State/Province	MN
Locality/City	Mounds View
Organization	MTS
Email Address	admin@mycompany.cc

A 'Generate' button is located at the bottom right of the form. Below the form, the generated certificate details are displayed:

```

Certificate:
Data:
  Version: 3 (0x2)
  Serial Number: 1226351329 (0x4918a2e1)
  Signature Algorithm: md5WithRSAEncryption
  
```

A site certificate is needed for a browser to allow access to the FaxFinder unit. This certificate is self-signed, so your browser will likely show a security warning (which simply means the certificate is not authenticated by a third party) before you can continue. Use this page to replace the default certificate with the one that contains details specific to your installation. These values are for identification purposes only. Creating a new certificate will require a reboot of the FaxFinder. A pop-up will warn of this and allow you to cancel the changes if necessary.

After generating a new certificate, you may have to make an allowance in your web browser to log back in to the FaxFinder unit. Browsers will not allow access without a valid certificate and the FaxFinder does not have a valid certificate, but it is self-signed (*i.e.* no third party verification), so your browser displays a warning about this. You may safely continue (Internet Explorer), or in the case of Firefox, temporarily add the FaxFinder certificate to the exception list. Details on how to add to an exception list can be found in Chapter 2.

Generate Server Certificate

Common Name

Enter the common name associated with the certificate. This should be set to the Hostname or IP address, depending on which you will use when connecting to the FaxFinder. A web browser will use this field to check for a valid certificate. No more than 64 characters are allowed.

Days

Enter the number of days that the certificate is valid. No more than 3 digits are allowed.

Country

Enter the country that the certificate is valid for using in, using its two letter code. A search for “country codes” at www.iso.org will give you a list if needed. The code US is for the United States.

State/Province

Enter the state or province that the certificate is valid for. No more than 64 characters are allowed.

Locality/City

Enter the city or locality that the certificate is valid for. No more than 64 characters are allowed.

Organization

Enter the name of the organization that the certificate is valid for. No more than 64 characters are allowed.

Email Address

Enter the email address of who is responsible for the FaxFinder (typically the administrator). This field may be left blank. No more than 64 characters are allowed.

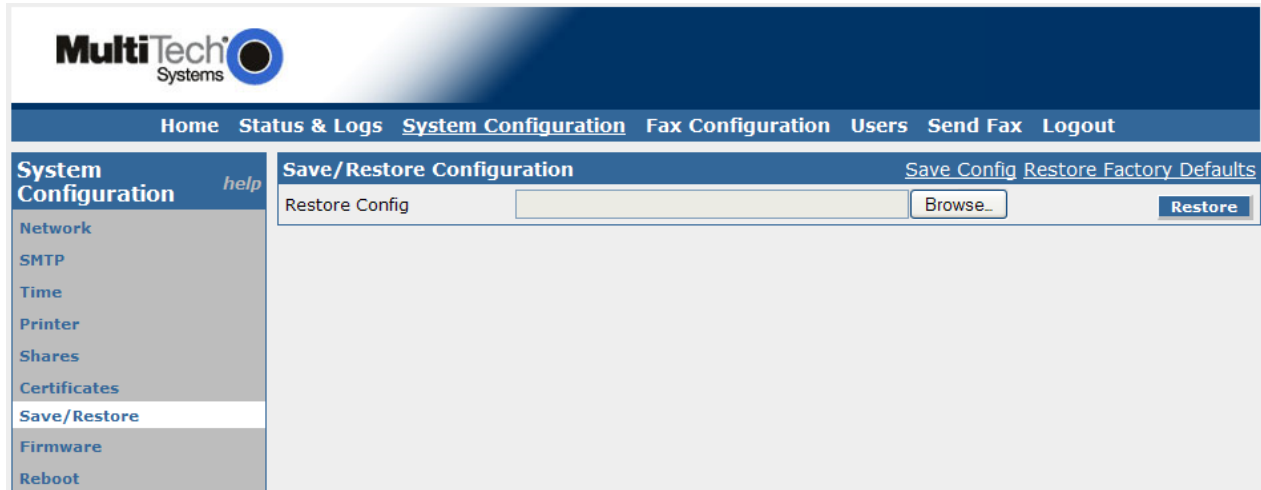
Generate button

Click on the generate button to create the certificate based on the information above. This will require an immediate reboot of the unit (a pop-up window will allow you to cancel the action).

Server Certificate

The details of the verification certificate for the FaxFinder unit are displayed in this box.

Save/Restore

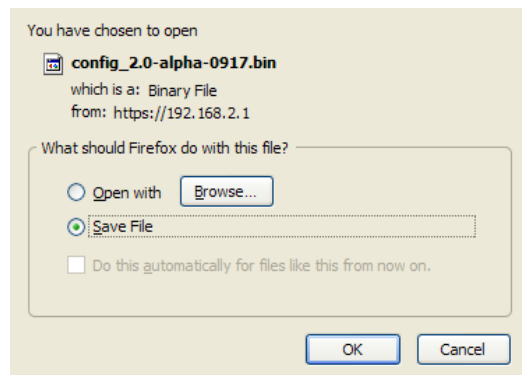


After you have entered the specific settings to have your FaxFinder working in your environment, coming here to save those settings is a good idea. Were something to happen and you lost what had been entered, you can easily reset the unit to working condition if you have a saved configuration file.

Save/Restore Configuration

Save Config

The Save Config link will save settings entered during this session to a configuration file that can be retrieved later using the restore configuration option.



Click on the **Save File** button, then click **OK**. When saving a configuration file, try and use a place that will help you remember where it is stored.

Restore Factory Defaults

Clicking this link will reset all data in the FaxFinder to the default values that were set at the factory. Use this with caution. This will reboot the FaxFinder.

Restore Config

Click on the **Browse** button after the box to navigate to a previously saved configuration file. Once selected, click the **Restore** button to have those saved values used once again.

Restore button

Once a saved configuration file has been entered in the *restore config* box, clicking the restore button will use those values that were retrieved above, to set up the FaxFinder with the values saved in that configuration file. This will reboot the FaxFinder.

Firmware

The screenshot shows the MultiTech Systems web interface for FaxFinder. The top navigation bar includes links for Home, Status & Logs, System Configuration (which is active), Fax Configuration, Users, Send Fax, and Logout. On the left, a sidebar menu lists various system configuration options: Network, SMTP, Time, Printer, Shares, Certificates, Save/Restore, Firmware (highlighted), and Reboot. The main content area is titled 'Fax Finder Firmware' and displays the current version as 2.0. It provides input fields for 'Upload Firmware' and 'MD5 Checksum', each with a 'Browse...' button, and an 'Update' button. Below this is the 'Modem Firmware' section, which features a table with columns for 'Update', 'Modem', and 'Version'. Two modems are listed: 'Modem 1' and 'Modem 2', both with version 'LT V.92 1.0 MT5634SMI-V92 Data/Fax Modem Version 1.32m'. Below the table is a 'Modem Firmware (.hex, .hex.gz)' field with a 'Browse...' button and an 'Update' button.

There may be occasions where features are refined or added to the FaxFinder unit. Such features will be available through updating of the firmware that exists in the FaxFinder. After downloading firmware to the local drive, browsing to that location and updating the firmware is a relatively easy process.

FaxFinder Firmware

This section is for the FaxFinder unit itself. For the internal modems, please see the section below. Before flashing in new firmware, it is a good idea to save the current configuration.

Version

This will display the current version of the firmware installed in the FaxFinder unit. Please verify that this version is older (generally a smaller number) than the firmware you intend to upgrade the unit with. Do not roll back firmware in a FaxFinder unit unless you are directed to do so by Multi-Tech Technical Support.

Upload Firmware

Click on the Browse button and navigate to the local folder containing the new FaxFinder firmware that you wish to install. Please ensure that you are updating with a newer version of firmware than what already exists in the FaxFinder unit. If you do need to downgrade the firmware, the current configuration may not be able to be restored, so it is suggested that you save a configuration file specific to each version of firmware.

MD5 Checksum

Use the Browse button to navigate to the MD5 checksum file that will verify the firmware is valid for use. This is a very small file that is a safety net for possible firmware file corruption that can occur during a download or be caused by bad sectors on a hard drive.

Update button

Click the Update button to begin the firmware upgrade process. This will take several minutes, after which you will need to log in to the FaxFinder unit again. Please wait until the update graphic stops spinning and you are taken to the Login screen. When prompted, you may re-login to the FaxFinder unit.

Modem Firmware

This section is for the internal modems of your FaxFinder unit. Your model will determine how many internal modems are available. For updating the FaxFinder unit itself, please see the section above.

Update

Check the box associated with each internal modem that you want updated with new firmware. You may select as many or as few modems to be updated as you like. Please ensure that the modems are not currently in use sending or receiving a fax before starting this process.

Modem

This shows the name of the internal modem for verification that you are selecting the modem you wish to update.

Version

This displays the current version of firmware for each internal modem. Please make sure that the firmware that you intend to flash into the modem is newer than what already exists in the modem. Only flash in older firmware when directed to by Multi-Tech Technical Support.

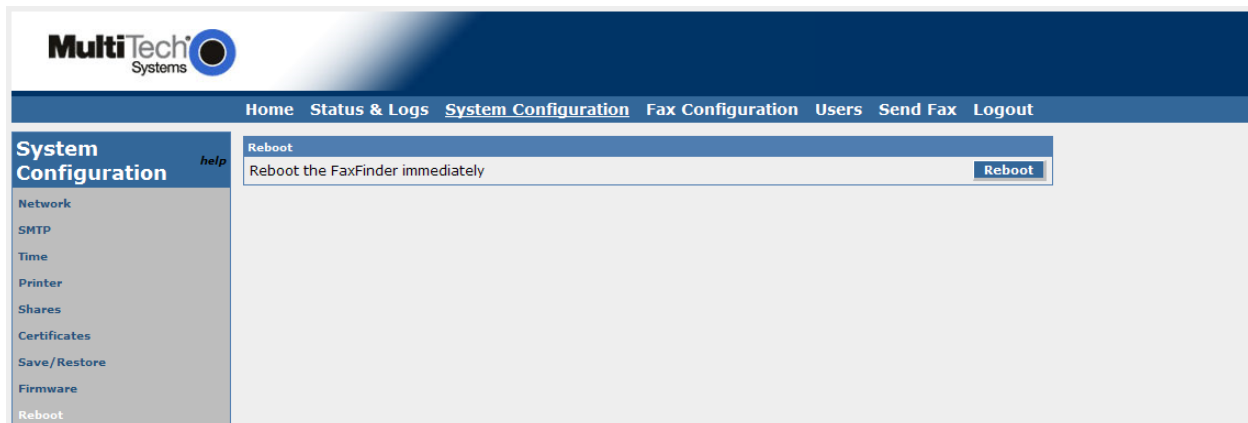
Modem Firmware (.hex, .hex.gz)

After downloading the new modem firmware and saving it to a local folder, click the Browse button to navigate to the modem firmware file that you want to upgrade the internal modems with. The firmware files will have an extension of *.hex* or *.hex.gz* – if you do not see the file extension it is likely that you have view extensions turned off in your operating system, but this has no affect on the update.

Update button

Click on the Update button to begin to upgrade the modem firmware. Please ensure that the modems are not currently in use sending or receiving a fax before starting this process.

Reboot



Reboot Unit

Clicking on the Reboot button will log off the current user and restart the unit. Please make sure that there are no faxes being sent before you click reboot. The FaxFinder will not be able to send or receive faxes during the reboot process.

Fax Configuration Section

Modem

Modem Configuration														
Modem	Modem 1	Fax ID	POTS modem 1											
Country Code	Not Defined													
Answer On	2	ring(s)	Max Extension Digits	4										
Routing	DTMF Digits													
Routing Definition	Key Description													
Max Baud Rate	14400													
Dial Prefix														
Init String														
Fax Direction	<input checked="" type="radio"/> both <input type="radio"/> inbound <input type="radio"/> outbound													
Error Correction	<input type="radio"/> off <input checked="" type="radio"/> on													
Smart Dial	<input type="radio"/> off <input checked="" type="radio"/> on													
Tone Dial	<input type="radio"/> off <input checked="" type="radio"/> on													
Fax Debugging	<input checked="" type="radio"/> off <input type="radio"/> on													
														Save

Modem Configuration Table														
Modem	Fax ID	Country Code	Answer On	Max Ext Digits	Routing	Routing Definition	Fax Direction	Error Correction	Max Baud Rate	Smart Dial	Dial Prefix	Tone Dial	Init String	Fax Debugging
1	POTS modem 1	Not Defined	2	4	dtmf		both	on	14400	on		on		off
2	POTS modem 2	Not Defined	2	4	dtmf		both	on	14400	on		on		off

Be sure to set the country code for your location as well as look at the routing for your specific setup. Should you need to adjust some settings for your PBX or local phone lines, many options are available.

Modem Configuration

Modem

Select the number associated with the internal modem that you want to configure. Each modem can be set individually or you can select All Modems to configure all internal modems to be the same.

Fax ID

This is what will be used as the fax page header. Typically the fax number of the modem or company name is entered here so that each page can identify with the number of the sending party. Please see the FCC website for regulations regarding this.

Country Code

Select the country code you want the modem set to, so that the internal modems will be set to the required parameters to operate correctly.

Answer On

When routing is set to POTS modem, enter the number of rings that you want the individual modem to answer after. When, for example, this is set to 2, the internal modem will seize the line prior to the third ring occurring. When attached to a PBX or when using DTMF routing, the modem will always go off hook after the first ring to listen for DTMF tones.

Max Extension Digits

Enter the number of digits that the modem will wait for before it sends the string to the PBX.

Routing

This shows the routing method employed by the modem. Many options are available here for common PBX systems as well as a User Defined option where you can dictate your own settings.

Fax Direction

This will show what fax types are allowed for this modem (inbound, outbound, both).

Routing Definition

The routing definition is used to mask digits sent to the modem from a PBX. This is used to tell the FaxFinder which digits are to be used as the extension number of the incoming call. Click on the [Key](#) link for a translation of parameter options.

Key

```
$tn - number of Call Type chars
$cn - number of Calling Number chars
$xn - number of Extension digits
$in - number of Internal Code chars
Fields can be separated by a delimiter char (i.e. #)
? look for Max Extension Digits
```

Clicking on the Key link will bring up a window with a list of potential parameters that can be set for each modem. The *n* for each definition is the variable number.

For Call Type, Calling Number and Internal Code (\$tn, \$cn, \$in) replace *n* with the number of digits you want masked or ignored.

For Extension digits (\$xn), replace *n* with the number of extension digits used for inbound routing of faxes to recipients listed in the inbound routing configuration.

Description

This will describe the configurations used in the routing definitions (if any) with the parameters that are set from the options available from the Key link.

Error Correction

Select On or Off for error correction to be used or not for this modem. Default is 'On.'

Max Baud Rate

Select the maximum connection (baud) rate that is to be allowed on the modem. Default is 14400.

Smart Dial

Select On or Off to have Smart Dial available or not to the modem. With Smart dial set to 'On', the modem will wait to detect a dial tone before dialing.

Dial Prefix

Enter any necessary dial prefix numbers for the internal modem, *e.g.* a "9" to dial outside of the PBX.

Tone Dial

Select On or Off for Tone dialing ('Off' would indicate pulse dialing). Default is On.

Init String

Enter any modem AT commands needed as an initialization string here.

Fax Debugging

Select On or Off for Fax Debugging information to be logged or not.

Warning: Enabling debugging can quickly generate large log files and should only be turned on when direct to by Multi-Tech Support.

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes may be lost.

Modem Configuration Table**Modem**

This displays the number associated with the internal modems.

Fax ID

This displays the name associated with the individual modems.

Country Code

This display the country code that the modem is set to (in 2 character format).

Answer On

This will display the number of rings that the individual modem is set to answer after.

Max DTMF Digits

This displays the maximum number of DTMF digits allowed.

Routing

This shows the routing method employed by the modem.

Fax Direction

This will show what fax types are allowed (inbound, outbound, both).

Routing Definition

This displays any routing definitions as defined above.

Fax Direction

This lists the fax direction setting for the modem (inbound, outbound, both).

Error Correction

This will display is error correction is set to the modem.

Max Baud Rate

This will display the maximum baud (connection) rate allowed for this modem.

Smart Dial

This will show if Smart Dial is enabled.

Dial Prefix

This will display the dial prefix set (if any).

Tone Dial

This will show if Tone dialing has been selected.

Init String

This should only be used when directed to by Multi-Tech Support.

Fax Debugging

This will show as "On" when Fax Debugging is activated in the Modem Configuration section above.

Inbound Routing

MultiTech Systems

Home Status & Logs System Configuration **Fax Configuration** Users Send Fax Logout

Fax Configuration help

Modem

Inbound Routing

Outbound

Cover Pages

Store & Forward Fax (T.37)

Fax Log

General Setup

Email Size Limit K bytes

Fax Output Format

Email Fax Details

Save

Global Routing

Always route faxes here in addition to regular routing.

Fax Destinations	Action
There are no global destinations.	
	Edit

Lines

Route faxes by incoming line when extension not found or isn't provided.

Line	Name	Fax Destinations	Action
1	Line 1	Email to User: admin	Edit
2	Line 2	Email to User: admin	Edit

Recipients [Add](#) [Import](#) [Export](#) [Delete All](#)

Route faxes by extension.

Extension	Name	Fax Destinations	Action
1234	Andrew		Edit Delete

There are several ways an incoming fax can be routed: They can be routed globally, by line or by extension. A global routing entry will route every incoming fax to the defined global routing Fax Destination. The Lines entry will route any incoming fax, not listed under recipients, based on the line it came in on, to that Line's Fax Destination. Incoming faxes from PBXs that provide DTMF digits to the FaxFinder can be routed based on the extension digits to recipients as defined in the Recipient Fax Destination. Routing under the Modem Configuration must be set to something other than Pots Line for this routing to occur.

A Destination can be an existing User's Email, a printer where you would 'print on receive' to a defined printer, an Email where the Fax would be delivered to an email address, to the trash (the fax is simply thrown away), or a share where the incoming fax is copied to a defined network share location.

General Setup

Email Size Limit

Enter a size limit for inbound emails in Kilobytes. Any incoming faxes that are over this set limit will be split into multiple emails that are below the limit, *i.e.* a fax from a sender that is too large to be accepted by the email server will be automatically recreated as multiple smaller faxes for the recipient so that the fax is not rejected.

Fax Output Format

Choose the format (either *.PDF* or *.TIFF*) that you want inbound faxes to be presented as.

Email Fax Details

Check this box if you want detailed information about the fax included in the email body for incoming faxes.

Global Routing

Fax Destinations

This displays a destination for inbound faxes to always be routed in addition to their intended recipient.

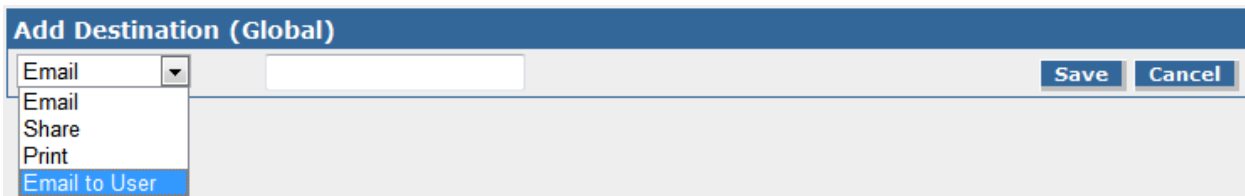
Action

Here you will find a link to [Edit](#) the parameters set for Global Routing. Details of the edit Global Routing screens are found below.

Add



Clicking the [Add](#) link will bring up the Add Destination (Global) screen.



Add Destination (Global)

Select the global destination from the drop down list. Some of these selections will require you to add the related information in the second field. Destinations available are: *Email*, *Share*, *Print* and *Email to User*. Your choice here will determine what information you must provide before clicking the update button.

Save button

When you are finished with your selection, click the Update button to set the global destination.

Cancel button

Clicking on the cancel button will cause you to lose all information entered and return you to the previous screen.

Lines

Line

Modems are the default inbound recipients for incoming faxes that do not have a matching recipient.

Name

This displays the description associated with that particular modem.

Fax Destinations

This displays the destination for inbound faxes when no recipient or valid extension is found. If, for example, a fax is received on modem 2 and there is no valid recipient, this is the destination where that fax will be sent for viewing.

Action

Here you will find a link to [Edit](#) the parameters set to the internal modem for that row. Details of the edit modem screen are found below.

Edit

Edit (Line 1)		
Name	<input type="text" value="POTS Modem 1"/>	<input type="button" value="Update"/> <input type="button" value="Cancel"/>
Destinations (Line 1) Add		
Type	Value	Action
Email to User	admin	Edit

The edit action link will bring up the *Edit Line* screen:

Edit (Line #) (the actual number will replace the # symbol as the screen above shows)

Name

The description box will show the name associated with the line that we are currently editing.

Destinations*Type*

As described above, possible destinations are: Email, Share, Printer, Trash or Email to User.

Value

This shows value associated with destination (*e.g.* a Share type would show the network folder //server/share).

Action

Here you may Edit or Delete a destination.

Add Destination (Line #) button

Add Destination (Line 1)	
<input type="text" value="Email"/> <ul style="list-style-type: none"> <input type="checkbox"/> Email <input type="checkbox"/> Share <input type="checkbox"/> Print <input type="checkbox"/> Trash <input type="checkbox"/> Email to User 	<input type="text"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>

Here you will find a link to [Edit](#) the parameters for the lines by clicking the [Add](#) link.

Drop down list options are Email, Share, Print and Email to User. Enter the destination associated with your choice.

Update button

When you are finished entering your destination information, be sure to click the update button or any changes will be lost when you navigated away.

Cancel button

This will cancel the current action and return you to the previous screen without any changes.

Recipients

This will display a list of inbound recipients. There are four action links available: [Add](#), [Import](#), [Export](#) and [Delete All](#).

Add Recipients

Clicking on the [Add](#) link will bring up the Add Recipients screen.

Extension

Enter the phone number of the recipient to be added.

Name

Enter the name of the recipient to be added.

Destinations (Extension)

After adding a Recipient, the Add Destination section for this extension will appear.

Add Destination (to created extension)

Click the [Add](#) link to select the default destination for this recipient (*Email, Share, Print, Trash, Email to User*).

Import Recipients from CSV

Clicking on the Import link will bring up the import screen.

CSV File

Click on the Browse button to navigate to an existing CSV file to add them to the recipient list. The format for the CSV file is detailed below.

Existing Recipients

Select to either merge the new CSV file with the existing data or to replace the existing data with the new CSV information.

Import button

Click on the import button to begin the process or all settings will be lost when you navigate away.

Inbound Recipients CSV Import Format

Fields

Extension,Description,Destination type,Destination value

Values

- Extension: numerical extension
- Description: The description for the recipient. Does not need to be repeated for multiple destinations for the same extension. Only the description for the first destination is used.
- Destination type: One of the following types "Email", "Share", "Print", "User", and "Trash"
- Destination value: The value of the destination appropriate for the type (shown below):
 - Email: email address
 - Share: The full UNC path of the network share. (The share must already be set up on the FaxFinder)
 - Print: The name of the printer. (The printer must already be set up on the FaxFinder)
 - User: The name of the existing FaxFinder user to email
 - Trash: No value needed

Example:

Extension,Description,Destination type,Destination value

1000,John Smith,Email,jsmith@example.com

1000,John Smith,Print,myprinter

1001,Bill,User,bill

1001,Bill,Share,\\server\sharename\folder

9999,Junk,Trash,

Fields may be quoted with double quotes. A header row is optional.

Export Recipients to CSV

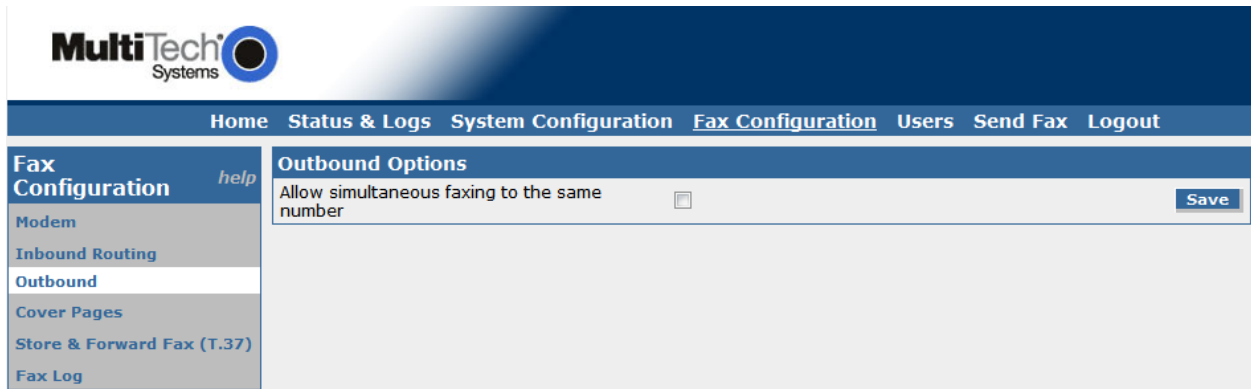
This will export the current recipients list to a CSV file. Click Save on the pop-up window and select a location for the file to be saved at.

Delete All

This will permanently delete all entries in the recipients list.

Outbound

The Outbound page contains a selection box for allowing simultaneous faxing.



Outbound Options

By checking the “Allow simultaneous faxing to the same number” box and clicking the Save button, you let the FaxFinder unit to send faxes to the same phone number at the same time. This is beneficial for fax recipients who allow calls to rollover or have multiple lines with the same number.

By default, this option is off and the FaxFinder will send faxes to the same number one at a time.

Save button

When you have checked or unchecked the “Allow simultaneous...” box, be sure to click the save button before navigating away from this page, else your changes may be lost.

Cover Pages

MultiTech Systems

Home Status & Logs System Configuration **Fax Configuration** Users Send Fax Logout

Fax Configuration help

Modem
Inbound Routing
Outbound
Cover Pages
Store & Forward Fax (T.37)
Fax Log

Opt-Out
Cover page fields for opting out of further fax communication

Phone
Fax
Cost Free **Save**

Cover Pages Add
PDF in version 1.4 format ([Editable cover pages in Scribus format](#))

Cover Page	Action
coverpage_MyCompany.pdf	Delete
default.pdf	Delete
fc1.pdf	Delete
fc2.pdf	Delete
fc3.pdf	Delete
fc4.pdf	Delete
mts_template1.pdf	Delete
mts_template1_1.pdf	Delete
mts_template2.pdf	Delete
mts_template3.pdf	Delete
multitech.pdf	Delete
sample1.pdf	Delete
sample2.pdf	Delete

Here you can view or delete a cover page from the supplied pages created by Multi-Tech, or you can import ([Add](#)) one of your own. For tips on creating custom cover pages, please see the customization appendix. Cover pages must be in the PDF version 1.4 format. The Opt-Out section is available if you use the FaxFinder for advertisement purposes.

Opt-Out

The placement of the Opt-Out information will depend on the cover page in use. Note that some cover pages are written to expect a certain type of Cost Free method to be used; *e.g.* "Email _____ to opt-out of further fax communications."

Phone

Enter the phone number that can be called to reach you or someone who can remove a phone number from a contact list (opt-out of receiving faxes from this unit or your business).

Fax

Enter the fax phone number that will accept opt-out faxes (to remove the recipient from contact list of this unit or your business).

Cost Free

Enter a 'cost-free' method (email address, toll-free telephone or fax number, Website, etc.) that recipients can use without incurring a cost, and be removed from the contact list of this unit or your business.

Save

After entering your Opt-Out information, click the save button.

Cover Pages

PDF Cover pages to be used with your FaxFinder unit need to be version 1.4 to work properly.

Editable cover pages in Scribus format

Clicking on this link will open cover pages that have been created with the Scribus software that you can edit to fit your specific needs. You will have to have already installed the Scribus software in order to be able to open and edit these files. A description of how to use the Scribus software is provided in the appendix of this manual.

Add

Click on the [Add](#) link to open the Add Cover Page screen detailed below.

Cover Page

This column lists the file names of available cover pages as links. Clicking on the name will open the file for viewing.

Action

Delete

Clicking this link will delete the cover page permanently from the FaxFinder unit.

Add Cover Page

Clicking the Add link will take you to the Add Cover Page screen where you can browse to an existing cover page design (PDF file type) that you want to make available as an option on this FaxFinder unit. Even though the browse button allows multiple file types to search for, only PDF files are allowed.



Add button

Click the add button to save the cover page you *browsed* to and save it to the FaxFinder unit.

Cancel button

Click the cancel button to discard changes and return to the previous screen.

Store & Forward Fax (T.37)

The screenshot shows the MultiTech Systems web management interface. The top navigation bar includes links for Home, Status & Logs, System Configuration, Fax Configuration (highlighted), Users, Send Fax, and Logout. On the left, a sidebar menu lists Fax Configuration (with a help icon), Modem, Inbound Routing, Outbound, Cover Pages, Store & Forward Fax (T.37) (highlighted), and Fax Log. The main content area is titled 'Store & Forward Fax (T.37): Parameters' and contains the following settings:

Enable T.37	<input type="checkbox"/>
Require Authentication	<input type="checkbox"/>
Default Scheduling Priority	2
Maximum Tries	3
Interval Between Tries	300 secs
Email Fax Receipt	failure
Default Cover Page	coverpage_MyCompany.pdf
Include Cover Page	<input type="checkbox"/>

A 'Save' button is located at the bottom right of the parameters section. Below this section is another titled 'Store & Forward Fax (T.37): Additional Hosts' with an 'Add' link and the text 'No additional hosts added'.

Store and Forward fax (or T.37) is described in detail with examples in a later chapter. Here we are describing the parameters for T.37 that can be input into the FaxFinder unit through the web interface.

Store & Forward Fax (T.37): Parameters

Enable T.37

To allow the use of Store and Forward faxing on this FaxFinder unit, check this box, else it will not be allowed.

Require Authentication

Check the Require Authentication box to force users to have a valid username and password to use Store and Forward faxing.

Default Scheduling Priority

Select the priority for scheduling store and forward faxing. The range is 0 to 5, with 0 being the highest priority. This setting will come in to play when there are more faxes in the queue that need to be sent out than there are available internal modems.

Maximum Tries

Enter the maximum number of tries that you want the FaxFinder to attempt without a successful completion before considering the fax as failed.

Interval Between Tries

Enter the time in seconds that you want the FaxFinder to wait between unsuccessful transmission attempts.

Email Fax Receipt

Select the condition that will trigger an email to the sender. There are three options here:

Failure – An email receipt will only be sent if the fax fails.

Always – On completion (success or failure) an email receipt will be sent.

Never – The FaxFinder will not send a receipt for any result.

Default Cover Page

Select the cover page to use by default when using Store & Forward faxing.

Include Cover Page

Check this box if you want the cover page selected above to be included, otherwise no cover page will be attached.

Save button

When you have entered your information, be sure to click the save button before navigating away from this page, else your changes may be lost.

Store & Forward Fax (T.37): Additional Hosts**Recipient Host**

This will display a list of additional hostnames and IP addresses that the FaxFinder will accept for Store and Forward faxing. If your hostname is *example.faxfinder.com*, and you want to support T.37 faxing from other hostnames (e.g. *mycompany.faxfinder.com*) this is where you would enter the additional hostname.

Action

These are the action item links available for the T.37 host.

Edit

This will bring up the editing screen for changing the recipient host.

Delete

This will delete the recipient host.

Add


Located in the title bar at the right margin, the Add link will bring up the Add Recipient Host screen where you can add a new recipient host as noted above. Make sure to click the Save button after entering the information or it will be lost once you browse away or close the screen. If you do not wish to add a new recipient, click on the Cancel button and you will be sent back to the Store & Forward Fax screen.

Fax Log

The interval at which the fax log files are deleted can be adjusted here. By default, the logs are removed each day at midnight.

Fax Log Purge

Here is where the timing of log purging is set. The different columns allow for many settings. You can select multiple options by clicking and dragging or by holding down the Shift or Control key while selecting.

Minutes

Should you want to purge log files at intervals that are not on the hour, you can set the minutes.

Hours

This corresponds to the hour of the day when using a 24-hour clock (*e.g.* Hour 19 is 7 pm).

Day of Month

The Day of Month counts forward from the first day, so if you want to delete all fax logs on the 5th of every month, this would be set to 5.

Month

As a long term option, you can set the logs to be purged only in a specific month.

Day of Week

Log files can be set to be cleared on a specific day of the week, or every day of the week.

Email Expired Entries

If you want to keep the FaxFinder unit clear of log files, yet wish to retain the log files, you can check this to have the log files emailed to the administrator email address.

Examples of Fax Log Purge Settings

Examples are provided to help understand the specific columns.

To purge logs every Sunday at 7:00 pm:	To purge logs at 11:00 pm on the first every month:
<i>Minutes is set to 0</i>	<i>Minutes is set to 0</i>
<i>Hours is set to 19</i>	<i>Hours is set to 23</i>
<i>Day of Month is set to Every day of month</i>	<i>Day of Month is set to 1</i>
<i>Month is set to Every month</i>	<i>Month is set to Every month</i>
<i>Day of Week is set to Sunday</i>	<i>Day of Week is set to Every day of week</i>

Purge Logs Now

Clicking on this link will delete all currently stored logs now instead of waiting for the purge time set above.

Users Section

FaxFinder Users						Add Import Export Delete All
Users for logging into the FaxFinder and sending faxes.						
Full Name	Username	Email	Phone	Fax	Organization	Action
Administrator	admin	admin@mycompany.com	555-717-9876	(555)1234567	And back again	Edit
First User	Firstuser	first@mycompany.com	5551111	5551112	My Company	Edit Delete
Second User	Seconduser	numbertwo@mycompany.com	(555) 763-9999	(555) 763-9990	My Company	Edit Delete
John Doe	johnd	jd@mycompany.com	5552001	5552002	My Company	Edit Delete

The FaxFinder Users section of the FaxFinder unit displays a list of all of the users that have been entered or imported into the unit itself. With the exception of the default admin account, all users can be edited or deleted as needed. Users are the definitions of people that have access to the FaxFinder for sending faxes. Each user will have a list of Contacts that they use to send faxes. The user information is used gain access to the FaxFinder to send a fax via the web interface Send Fax page or an external Web API client such as the FaxFinder Client software.

It is important that each user of the FaxFinder is entered in to the unit so that their contact list is populated. All contacts are stored in the FaxFinder unit and the Client software will retrieve this list when the user installs the software. When a user adds or deletes a contact, it is done to the database of the FaxFinder unit, as it is the only place when this information is kept. Users of the FaxFinder system should log in to the unit and add to their Contact list manually (the [Add](#) link) or automatically (the [Import](#) link). When importing a contact list, the user can choose to overwrite any existing information, or simply add the new information (the 'Merge' option).

FaxFinder Users

This section will list all of the users added to the FaxFinder unit. Click on the [Edit](#) action item to see the Contact lists for individual users. Contact lists are the primary source for information when sending out faxes. The Phone, Fax and Organization fields will be used to populate the corresponding fields on the cover page.

Add / Import / Export / Delete All

A User must first be added before they can add Contacts to their account. Adding a User can be done manually through the [Add](#) link or automatically through the [Import](#) link if a CSV file is available. The entire User list can also be Exported to a CSV file for use with other FaxFinder units or programs. The Add, Import and Export screens are shown below.

Full Name

This displays the text entered as the full name for a user.

Username

This displays the username.

Email

This displays the email address associated with the user account.

Phone

This displays the phone number associated with the user. Typically this is a voice number for contacting the user regarding a fax they have sent or received.

Fax

This displays the fax number associated with the user account.

Organization

This displays the organization (if any) that is associated with the account.

Users CSV Import Format

There are two types of records in the User CSV format: a **User record** type and a **Contact record** type. The first column determines which type of record the line is, so you may see both types in one CSV file.

User Record**Fields**

Type, Username, Password, Full Name, Email, Phone, Fax, Organization

Values

- Type: must be "User"
- Username: user's username
- Password: user's password
- Full Name: user's full name
- Email: user's email address
- Phone: user's phone number
- Fax: user's fax number
- Organization: user's company name

Example:

```
Type,Username,Password,Full Name,Email,Phone,Fax,Organization
User,john,my_password,John Smith,jsmith@acompany.com,612-555-1234,612-555-2222,"A
Company, Inc."
User, joe, joe_password, Joe Doe, jdoe@workplace.com, 612-555-1234, 612-555-2222, Workplace
Contact,john,Fred Johnson,111-555-1000,Another Company,111-555-1001
Contact,joe>Contact 2,1234,Company 2,5678
```

Fields may be quoted with double quotes. A header row is optional. A header row is any row that starts with "Type,".

Contact Record**Fields**

Type, Username, Contact Name, Fax Number, Organization ,Phone Number

Values

- Type: must be "Contact"
- Username: username of the user this contact belongs to
- Contact Name: name of the contact
- Fax Number: contact's fax number
- Organization: contact's company name
- Phone Number: contact's phone number

Example:

```
Type,Username,Password,Full Name,Email,Phone,Fax,Organization
User,john,my_password,John Smith,jsmith@acompany.com,612-555-1234,612-555-2222,"A
Company, Inc."
User, joe, joe_password, Joe Doe, jdoe@workplace.com, 612-555-1234, 612-555-2222, Workplace
Contact,john,Fred Johnson,111-555-1000,Another Company,111-555-1001
Contact,joe>Contact 2,1234,Company 2,5678
```

Fields may be quoted with double quotes. A header row is optional. A header row is any row that starts with "Type,".

Action**Edit**

The screenshot shows the MultiTech Systems web management interface. At the top, there is a navigation menu with links: Home, Status & Logs, System Configuration, Fax Configuration, Users, Send Fax, and Logout. Below this, there is a sidebar with 'Users' and a 'help' link. The main content area is titled 'Edit (Username johnd)' and contains a form with the following fields: Username (johnd), Full Name (John Doe), Password (masked with dots), Confirm Password (masked with dots), Email (jd@mycompany.com), Phone Number (5552001), Fax Number (5552002), and Organization (My Company). An 'Update' button is located at the bottom right of the form. Below the form is a table titled 'Contacts (Username johnd)' with columns: Name, Fax Number, Phone Number, Organization, and Action. The table contains two rows of contact information.

Contacts (Username johnd)				
Name	Fax Number	Phone Number	Organization	Action
Bill Johnson	9995557412	9995557415	SellEverything, Inc.	Edit Delete
Joe Average	8885559632	8885559635	Industrial Industries	Edit Delete

Clicking on the Edit link will bring up the editing screen for a user. You will also see this list of Contacts associated with this user. The same options are available: *Add*, *Import*, *Export* and *Delete All*. Contact lists use four primary pieces of information for speed and simplicity of use: *Name*, *Fax Number*, *Phone Number* and *Organization*.

Edit Username *n*

Here you will find all of the previously entered User information. Every field except the assigned Username can be changed. Click on the Update button to save any changes.

Contacts (Username *n*)

Here is the list of contacts that have been associated with this Username. More contacts can be added manually or imported from a CSV file. Please note that imported files with matching names will overwrite the current information. You can also *Export* this contact list to a CSV file for possible importation by another user to save time when contact lists are shared. Each entry can be edited or deleted in the Action column.

Add

Add FaxFinder User	
Username	<input type="text"/>
Full Name	<input type="text"/>
Password	<input type="text"/>
Confirm Password	<input type="text"/>
Email	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Organization	<input type="text"/>
Create Inbound Routing Recipient	
Optionally email inbound faxes to this user for the specified extension	
Add Route	<input type="checkbox"/>
Fax Extension	<input type="text"/>
<input type="button" value="Update"/>	

Add FaxFinder User

Clicking the Add link will bring up the Add FaxFinder User screen. Here you will enter the information to be associated with the new user account.

Create Inbound Routing Recipient

This optional section allows for the automatic emailing of faxes received to a specific extension.

Add Route

Check this box to activate the Inbound Routing for this User.

Fax Extension

Enter the fax extension that is to receive all inbound faxes for this user account.

Import

The screenshot shows the 'Import Users from CSV' form in the FaxFinder web management interface. The form is titled 'Import Users from CSV' and has a 'help' link. It contains a 'CSV File' input field with a 'Browse...' button. Below this is the 'Existing Users' section with two radio buttons: 'merge' (which is selected) and 'replace'. At the bottom right of the form is an 'Import' button.

CSV File

Click on the Browse button to navigate to an existing CSV file to import. See Contact CSV File Import Format below for specifics on the fields imported.

Existing Users

Select to either **merge** the new CSV file with the existing data or to **replace** the existing data with the new CSV information.

Import button

Click on the import button to begin the process or all settings will be lost when you navigate away.

Cancel button

This will return you to the Users screen.

Contacts CSV Import Format

Fields

Name, Fax Number, Organization, Phone Number

Values

- Name: name of the contact
- Fax Number: contact's fax number
- Organization: contact's company name
- Phone Number: contact's phone number

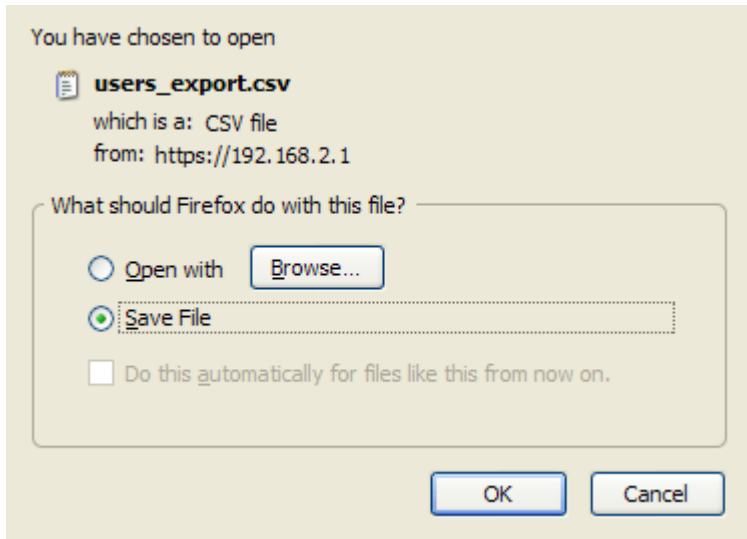
Example:

```
Name,Fax Number,Organization,Phone Number
Fred Johnson,111-555-1000,Another Company,111-555-1001
Contact 2,1234,Company Two,5678
```

Fields may be quoted with double quotes. A header row is optional.

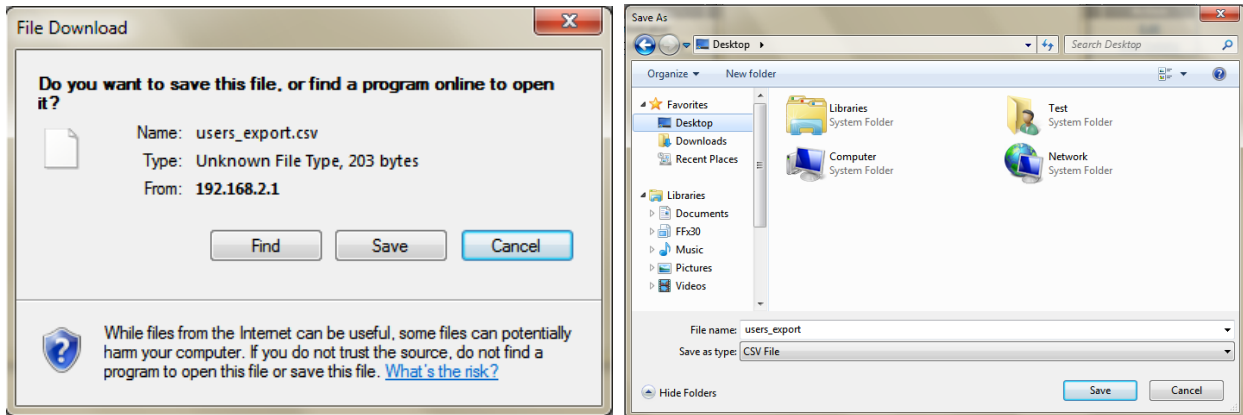
Export

Using Firefox:



Select the **Save File** button, then click **OK** to save the current Users as a Comma Separated Value (CSV) file.

Using Internet Explorer:



Click the **Save** button and then select a destination from the new screen and click **Save** to have the FaxFinder export the Users as a Comma Separated Value (CSV) file.

Delete All

This will permanently delete all users in the list.

Send a Fax Screen

The Send Fax screen is a one page form for sending faxes directly from the FaxFinder unit when accessed from a web browser.

Send Fax

Sender Information

Name

Organization

Phone Number

Fax Number

Email Address

Recipient Information

Contact

Name

Organization

Fax Number

Phone Number

Name	Organization	Fax	Phone	Action

Cover Page Information

Include cover page with this fax? Yes No

Select Cover Page

Subject

Comments

Attachments

Attachment #1

Options

Max Tries

Priority (0 Highest & 5 Lowest)

Interval between tries (seconds)

Send a receipt

Send Fax

Sender Information

If a cover page is selected (the 'Yes' check box detailed below), much of the sender information will be already populated in the cover page from what is provided for the logged-in user. This can be changed if needed, or left as is.

Name

Enter the name of the sender here.

Organization

Enter the name of the sending organization (if needed) here.

Phone Number

Enter the sending phone number here (a voice line that should be used to contact the sender should there be any questions or problems).

Fax Number

Enter the fax number for the line of which you would expect a return fax sent to.

Email Address

Here you may provide an email address that can be used by recipients for contacting the sender.

Recipient Information

Contact

Use the drop-down box to select a recipient from the contact list that is associated with the logged-in user to add to the list of recipients for this fax. Once selected, the Name, Organization and Fax Number below will be automatically populated with the information from the Contact list.

Name

If not already populated, enter the name of the intended recipient.

Organization

If not already populated, enter the organization (if any) of the recipient.

Fax Number

If not already populated, enter the fax number of the recipient.

Phone Number

If not already populated, enter the voice phone number of the recipient.

Add Recipient button

Click this button to add a recipient to the list. Repeat the process to add more recipients.

Recipient list

The current list of added recipients is listed here. If needed, you can Delete individual entries.

Cover Page Information

Include cover page with this fax?

Select Yes or No for your choice.

Select Cover Page

Choose a cover page from the drop-down box.

Subject

Enter a subject for the fax here.

Comments

Enter any comments needed for this fax transmission.

Attachments

Browse to any attachments that you need to add. Click the **Add Another Attachment** button if there is more than one attachment needed. Allowed attachment types are: *.PDF*, *.TIFF*, *.TXT*, *.PS*, and *.EPS*.

Options

Max Tries

Enter the number of tries that you want the FaxFinder to attempt before aborting the fax.

Priority

Select the transmission priority for this fax. The range is 0 to 5 with 0 being the highest priority.

Interval between tries (seconds)

Enter the number of seconds for the FaxFinder to wait between unsuccessful transmission attempts.

Send a receipt

Select from the drop-down box under what condition you want a receipt sent. There are three options here:

Failure – An email receipt will only be send if the fax fails.

Always – On completion (success or failure) an email receipt will be sent.

Never – The FaxFinder will not send a receipt for any result.

Send Fax button

When all of the send fax information is completed, click the send fax button to activate this fax. Navigating away from this screen or exiting the browser without clicking the send fax button will clear all data and the fax will not be sent.

Logout



Clicking this navigational link will log you out of the FaxFinder unit. This is always a good practice to follow when you are finished using the FaxFinder, especially if you were logged in with an administrators privileges for security reasons. There is no screen associated with the Logout link – after clicking Logout, you will be redirected to the Login screen.

Chapter 4 – Client Software Installation

The Client software is for general use of the FaxFinder, but it needs to be associated with a FaxFinder unit for proper operation. Your administrator should provide the software or a location where it can be obtained from. You will need to install the Client software on your PC and set the FaxFinder that it is to work with.

Installation

- A. Insert the FaxFinder Product CD into the CD-ROM drive of the client PC. If the CD does not auto start, use Windows Explorer to navigate to your CD drive and launch the installation program by double-clicking on **cd_start.exe** file on the CD. From the menu presented, click the Software button.

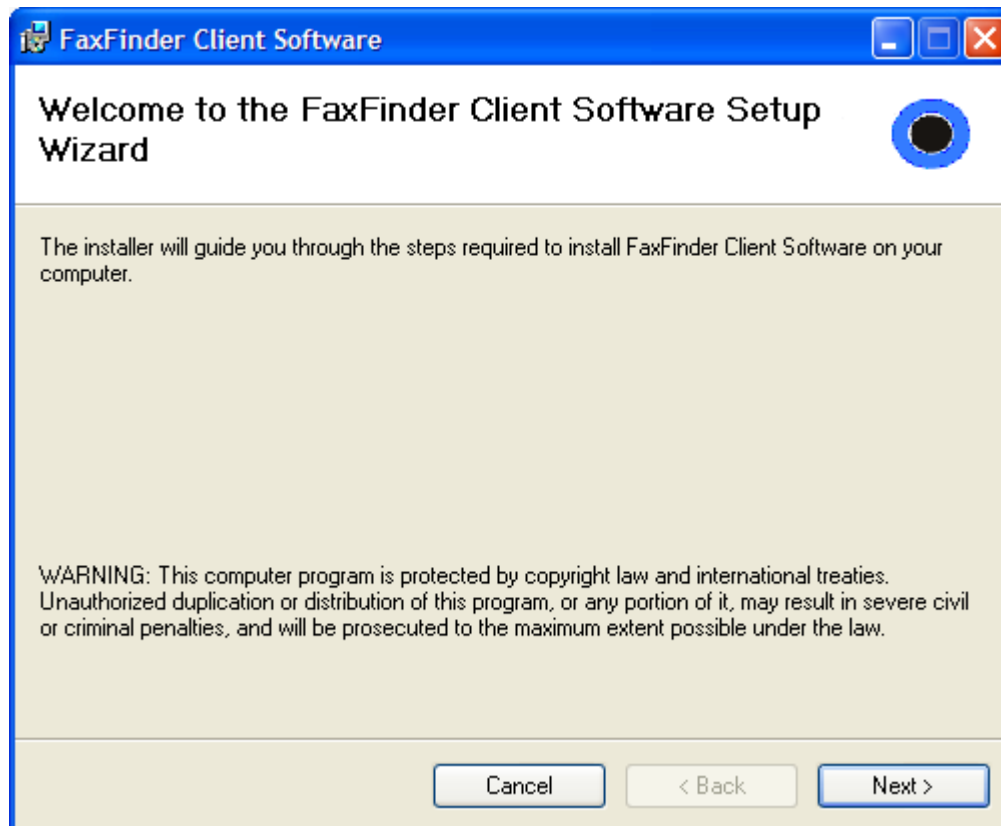
From the new screen presented, select the Client Software button to install the Multi-Tech FaxFinder Client software for using the FaxFinder unit.

- or -

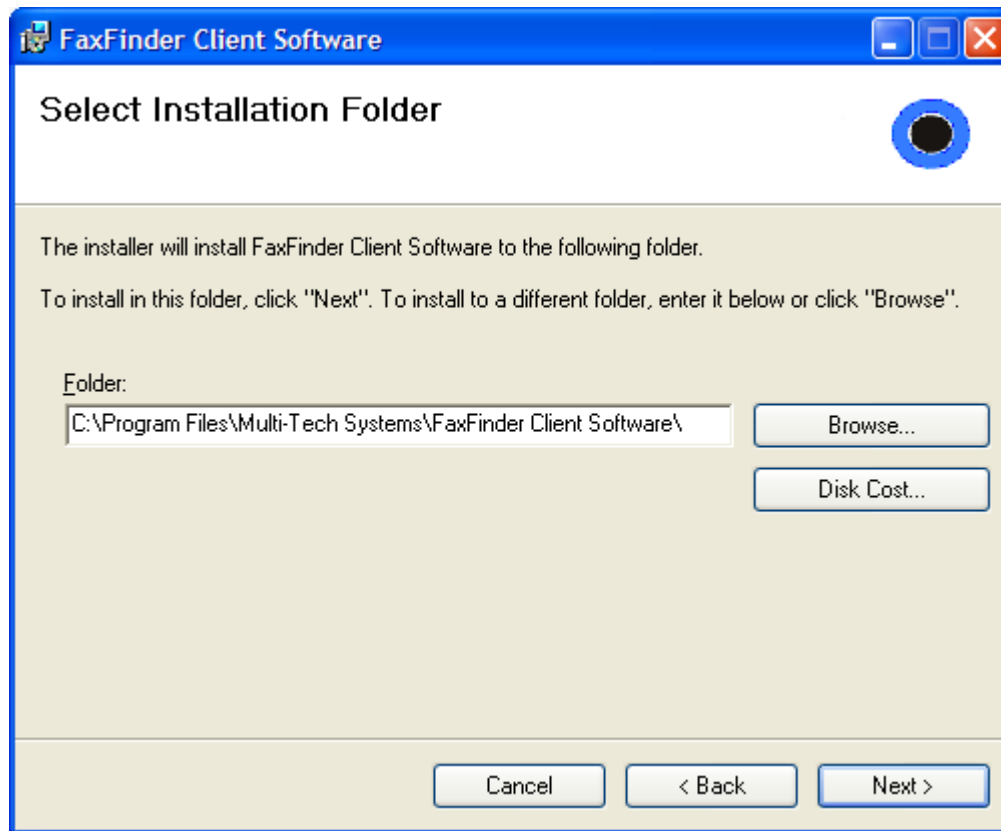
Retrieve the software installer from the location provided by your administrator.

Double-click the filename (default is *FFClientInstall.msi*) to begin the installation. The file labeled *FFClientTSinstall* is for Windows Terminal Services only.

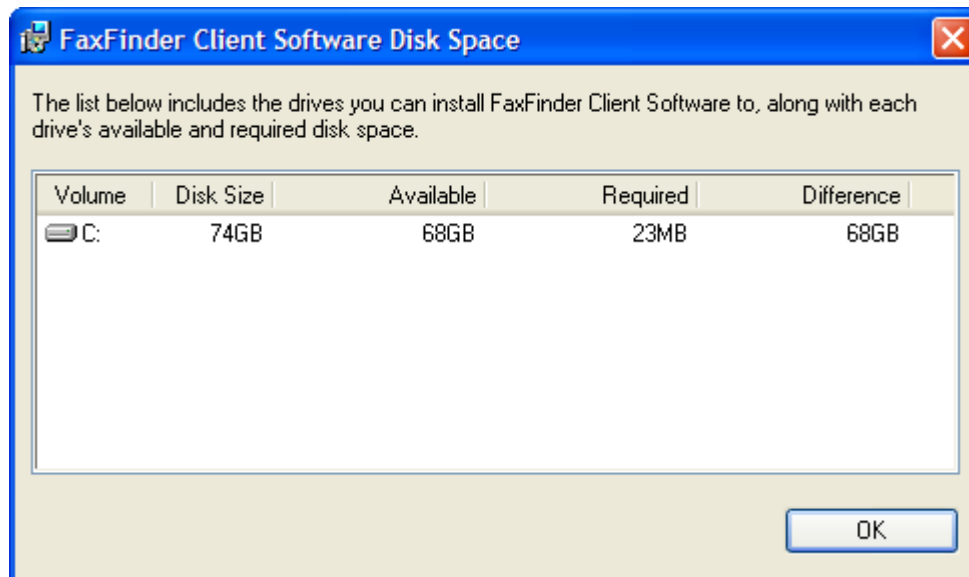
Important: If you have any old versions of the FaxFinder client software installed (for any FaxFinder model family), please uninstall that prior to installing the new version. The FaxFinder client utilizes Windows Add or Remove Programs utility in the Control Panel.



- B. At the **Welcome** screen, click **Next**.



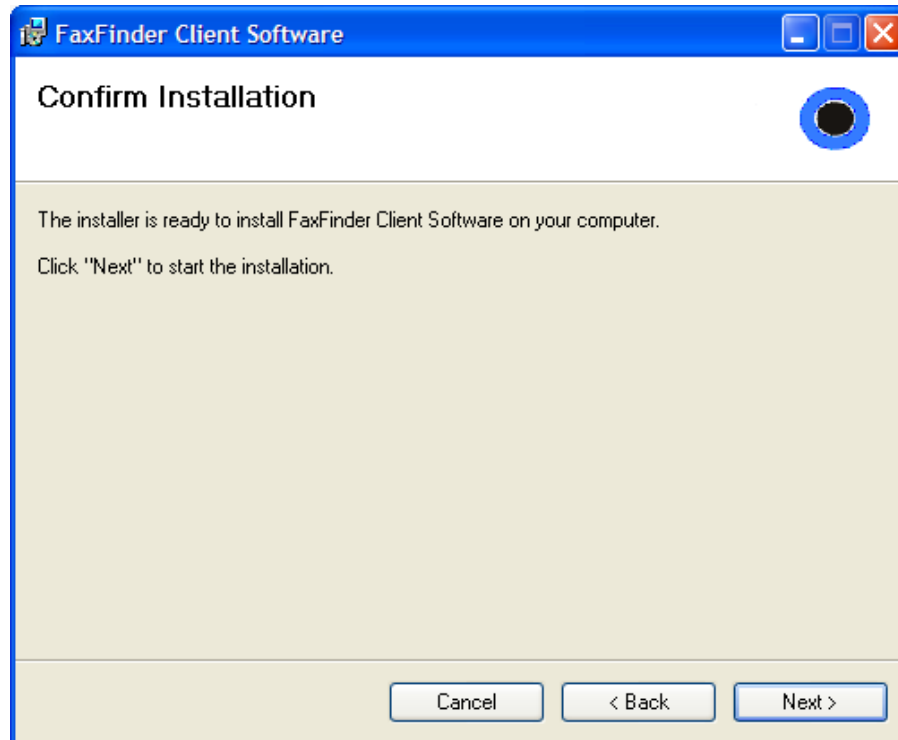
- C. At the **Select Installation Folder** screen, browse to the desired file location for the FaxFinder client software. In most cases, the default file location is recommended.



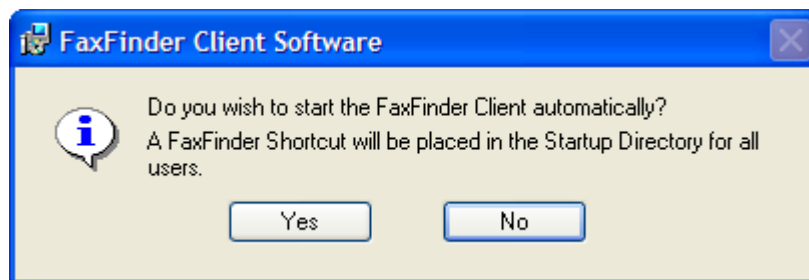
Clicking on the **Disk Cost** button will show you the size of the software being installed as well as the available disk space of the target drive.

When the destination location is correct, click **Next**.

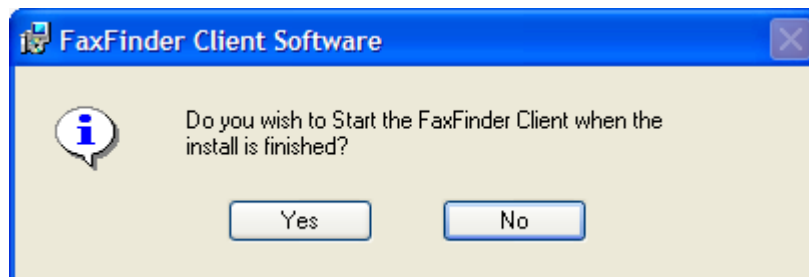
- D. At the **Confirm Installation** screen, click **Next** to begin the installation.



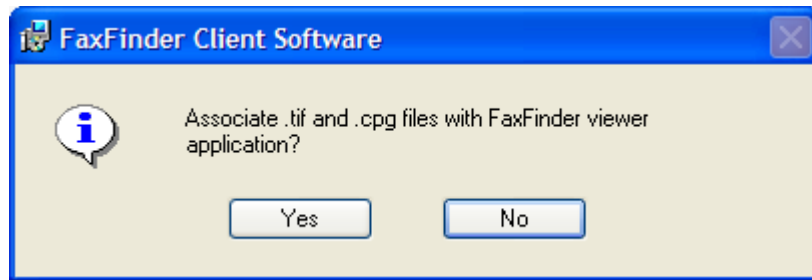
A transient screen ("Installing FaxFinder Client Software") will appear while files are being copied.



- E. The FaxFinder Client software can place a shortcut in the Startup directory so that the client software will start automatically when the PC is booted.



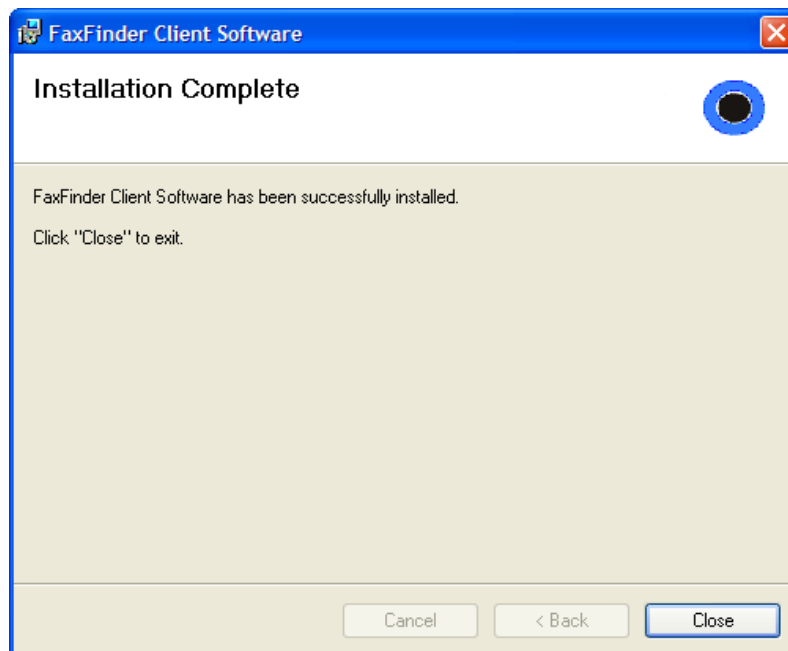
- F. You will be asked if you want the Client software to automatically launch when the installation is complete. Select your preference.



- G. You will be asked whether or not you want to associate *.tif* and *.cpg* files with the Multi-Tech Tiff Viewer. Click **Yes** (unless you prefer to use a different viewer program). The *.cpg* files become associated with the Cover Page software that is used with the FaxFinder x20 model series only.

If a Question screen appears asking "Warning - the extension *.tif* is already registered, Overwrite?"; click **Yes** if you wish to use the TIFF viewer installed with the FaxFinder Client Software. Click **No** if you prefer to leave the current association for viewing *.tif* files.

- H. Then the **Installation Complete** screen will appear.



Click the **Close** button.

If you chose 'Yes' above to have the client software start after installation, you will see the application icon down in your System Tray. Click on the icon and select "show FaxFinder Client software" to use the program.

Push Installation Method

Push Installs of the Client Software

The FaxFinder Client installer is now available as an MSI package. This provides the ability to perform remote installation using Microsoft Group Policy, SMS, as well as other third party tools. The installer can be run like any other Windows software installer and it can also be invoked from the command line using the Windows Installer command 'msiexec'. **Previous versions of the FaxFinder Client (1.08.xx and older) must be uninstalled before upgrading.**

Note: The User Account Control (UAC) feature of Windows Vista and Windows Server 2008 will need to be turned off for push installations to complete successfully.

The installer supports the following options when being used from the command line or remote installation:

- Set a different install directory:
 - TARGETDIR=PATH (default is *Program Files/Multi-Tech Systems/FaxFinder Client Software*)
- Add file associations for Multi-Tech TIFF Viewer and Cover Page Editor:
 - ADDFILEEXT=1 (default is 0)
- Start the FaxFinder client after installation:
 - LAUNCHPRODUCT=1 (default is 0)
- Automatically Start the FaxFinder Client
 - LAUNCHPRODUCTONBOOT=1 (default is 0)
- Example command to install in silent mode with options:
 - msiexec /i FFClient-x_x_x.msi /q TARGETDIR="C:\FaxFinder Client" ADDFILEEXT=1 LAUNCHPRODUCT=1 LAUNCHPRODUCTONBOOT=1
- Example command to uninstall in silent mode:
 - msiexec /x FFClient-x_x_x.msi /q

An example of how to perform a remote software installation using Microsoft Group Policy is available from Microsoft's website.

- Search for Knowledge Base article number 816102 at microsoft.com.

FaxFinder Client Install Shield Mass Uninstall

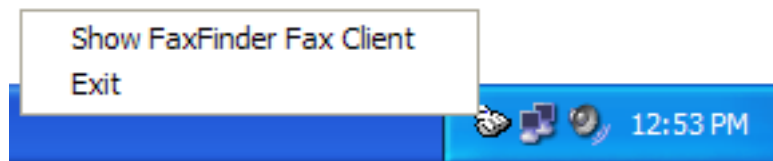
An MSI package is available on the web site, and the Installation CD, that can be used to mass un-install the previous version of FaxFinder Client (versions before 1.08.xx).

- Example command to uninstall the Install Shield FaxFinder Client in silent mode:
 - msiexec /i remove_installshield_faxclient.msi /q

Associating Client Software and User with a FaxFinder Unit

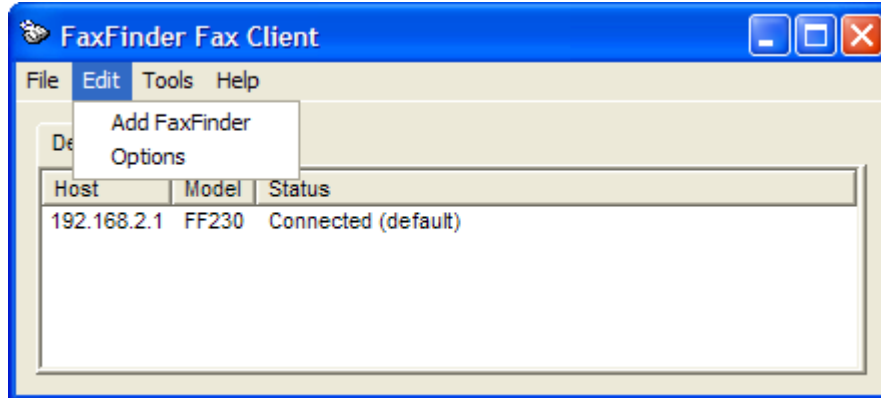
After the FaxFinder client software is installed, you must associate it with one or more FaxFinder units. Sometimes more than one FaxFinder unit is available for use. In some cases, certain client users might be assigned to some FaxFinder units and not assigned to others. This procedure shows you how to make this association so that faxes may be sent from a particular FaxFinder unit to the email inbox of your PC. To do this procedure, you will need to know the IP address of the FaxFinder unit that you are able to use. You should also be given a valid username and password for every unit that you can use. Be aware that an individual FaxFinder client user can be associated with more than one FaxFinder unit. This could easily be the case in an office that is large and/or an office that has a great deal of fax traffic.

The icon for the FaxFinder Client software application will appear in the Windows Start menu programs selection. After installation, the Client Software starts up whenever the computer is booted if the 'Yes' option was chosen when the 'Do you wish to start the FaxFinder Client automatically?' prompt appeared during installation. When running, a FaxFinder icon appears in the system tray area at the lower-right corner of the screen. The FaxFinder Fax Client Software screen can be opened from either the Start menu icon or the tray icon. If the Client Software is shut down, it can be re-opened from the Start menu or by double-clicking on a file named FaxFinderClient.exe (or something very similar), which, following a typical, default installation, is located at C:\Program Files\Multi-Tech Systems\FaxFinder Client Software\FaxFinderClient.exe. When the client software is launched, it will reside in the System Tray by default.

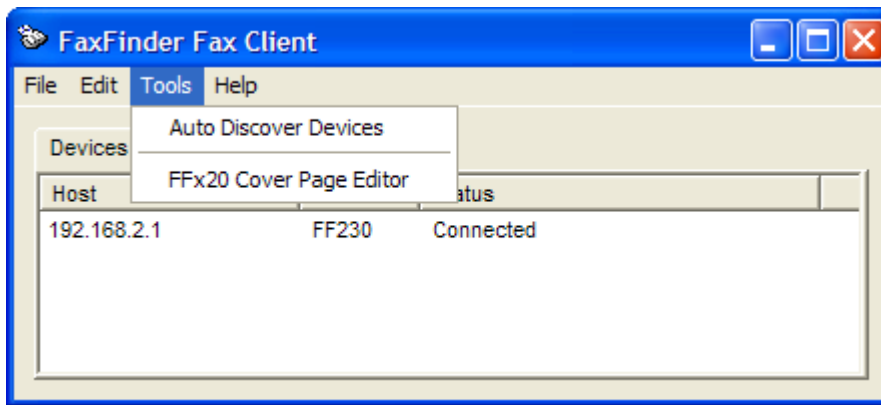


System Tray Icon

1. At the main screen of the **FaxFinder Fax Client Software**, click on **Edit** and select “Add FaxFinder” if you know the IP address or Host Name of the FaxFinder, otherwise open the **Tools** menu and select “Auto-Discover Devices” to have the Client software search the network for FaxFinder units.

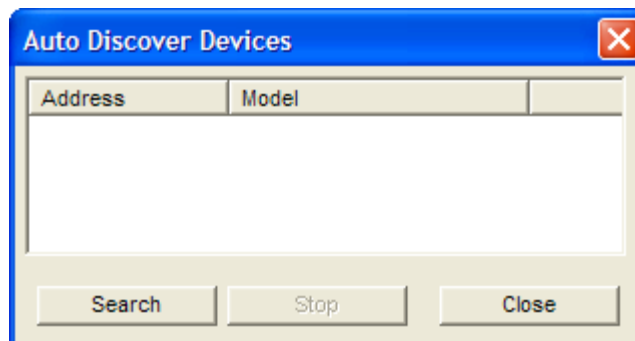


Add FaxFinder Manually

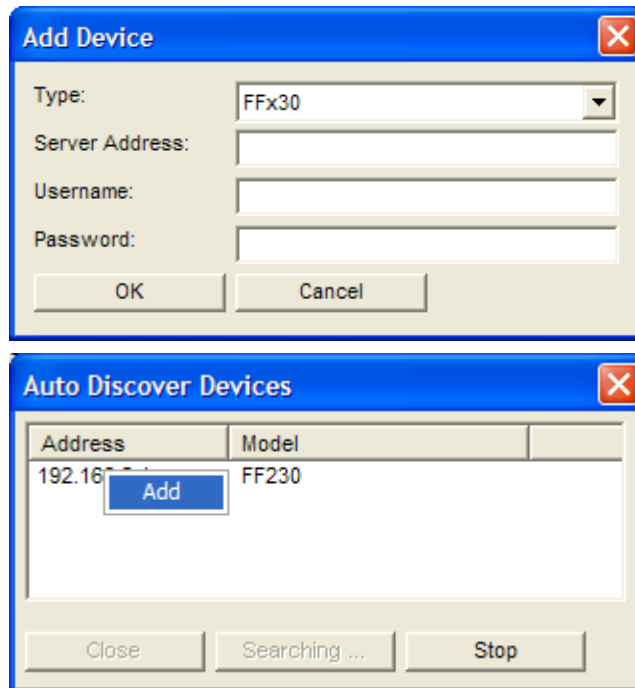


Use Auto Discover to Locate FaxFinder

- a. If you are using the Auto Discover Device method, click the ‘Search’ button to have the FaxFinder Client software search the available network for FaxFinder units that are available.

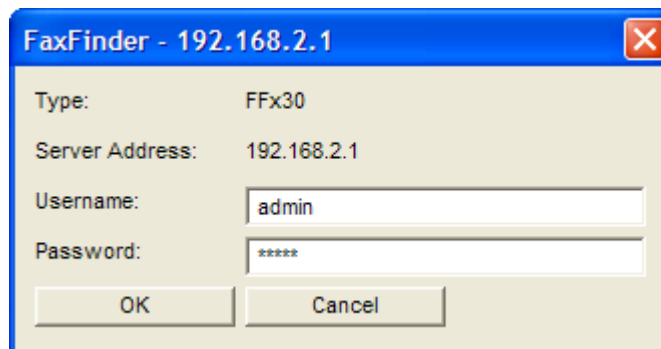


- To add a FaxFinder when the IP address is known, select the FaxFinder model family from the Type drop-down, enter the IP address “Server Address” field along with your Username and Password.



If the **Auto Discover Devices** feature was used, you may Right-click and select **Add** or double Left-click on the IP address or name of the FaxFinder unit that was detected. Use the 'X' in the upper right hand corner to close the Auto Discover window after you have added it to the client.

- Enter, in the appropriate fields, the **Username** and **Password** that the client will use when accessing this FaxFinder unit. If the client is to be associated with multiple FaxFinder units, a different Username and Password could be established for each. However, in most cases, it is advisable (for the sake of simplicity and convenience) to use the same Username and Password for all FaxFinder units.

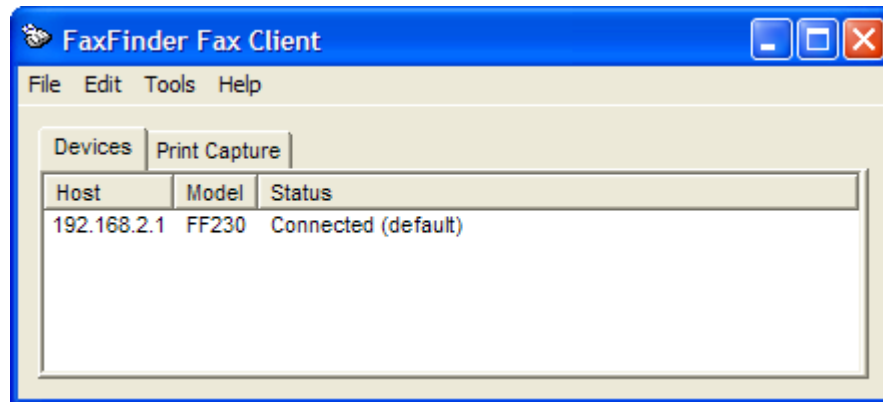


NOTE: The Username entered here must match the entry used in the “Username” field of the **Users** screen on the FaxFinder Server. The password entered here must match the password entered for this user.

The Username and Password are *case-sensitive*.

Click **OK**.

4. A new FaxFinder entry should appear on the “Device Status” tab of the **FaxFinder Fax Client Software** screen.



The status of the newly registered FaxFinder unit may momentarily go from “Not logged in” to “Logging in” to “Connected.” A FaxFinder x20 unit will show *Idle* instead of connected.

If it goes to Login Failure, then one of two things is wrong:

- The IP address or domain name is wrong. If that is the case, delete that entry (by right-clicking **DELETE**), and enter a new one;
- or -
- The Username/Password combination may be wrong. Verify that the client Username/Password combination (accessible by right-clicking and selecting **Properties** on the FaxFinder listed in the Device Status tab of the client software) matches the **Username/Password** combination assigned to the client-user by the FaxFinder Administrator.

Note: Username and Password are case-sensitive.

Disassociating the Client from a Specific FaxFinder Unit

In this procedure, you will un-do the procedure “Associating Client with a Specific FaxFinder Unit.” This situation might occur when changes are being made in the network faxing system. In any event, this procedure severs the tie between your PC and a specific FaxFinder unit so that you will no longer be connected to it for sending fax messages. (Faxes can be received in email form from the FaxFinder server, despite disassociating from the FaxFinder server, as long as the receiving party is defined in the Inbound Routing section of the FaxFinder unit.) In cases where the client is currently associated with more than one FaxFinder unit, you will need to know the IP address of the specific FaxFinder unit from which you want to disconnect.

- Open the FaxFinder Client Software program and go to the Device Status tab. Select the FaxFinder unit from which you want to disconnect (you can identify the FaxFinder unit by its IP address or domain name), Right-click on it and select **delete**.
- Your FaxFinder Client Software will no longer be able to send faxes through this particular FaxFinder unit.

Chapter 5 – FaxFinder Operation

Introduction

This chapter describes the things that a user can do with the FaxFinder system. The software programs involved are the FaxFinder Client Software and the Multi-Tech Tiff Viewer (or designated PDF viewer). The FaxFinder Client Software interfaces with the FaxFinder Server and has its own user interface. When previewing outgoing faxes, the PC's operating system calls up the designated TIFF viewer to display the outgoing fax. When viewing received faxes, the PC's operating system calls up the appropriate viewer (PDF or TIFF). The choice of file types (PDF or TIFF) is made in the FaxFinder Server software. Note that client users can choose to display either on the Multi-Tech TIFF viewer or on a different (non-Multi-Tech) TIFF viewing program. Likewise, if the FaxFinder system distributes incoming faxes as PDF files, the client can designate which PDF viewer to use. The Multi-Tech TIFF viewer is installed automatically with the FaxFinder Client software.

Overview:

Sending Faxes

- The FaxFinder Schedule Fax Screen (New Fax)
- Send Fax with Client Software
- Send Fax by Printing
- Send Fax from Email (T.37)
- Send Fax from FaxFinder Web Interface
- Send Fax by Web API

Receiving Faxes

- When Connected to a Network or Phone System
- When Connected to standard phone line (POTS)

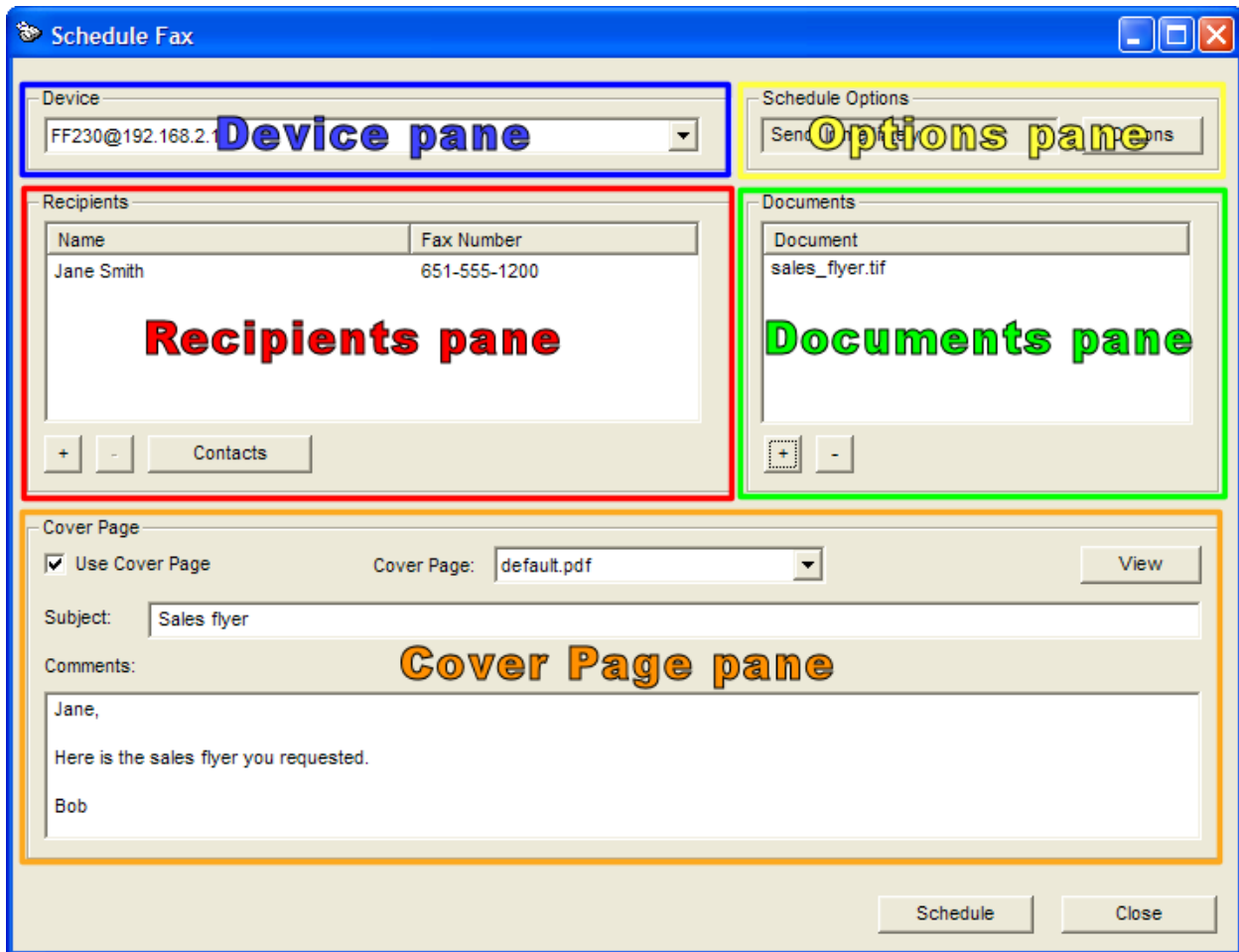
Using the Client Software

- Details of Software Commands
 - Add a contact
- Using the Cover Page Generator
- Using the Tiff Viewer

Sending Faxes

Sending faxes through the FaxFinder is quick and simple and offers a variety of methods that can be used to accomplish this. This section will show all the possible ways to send a fax with the FaxFinder. Depending on how your administrator has set up the unit, several or even all options may be available. First, the FaxFinder Schedule Fax window will be explained as it is used for the majority of faxing through the FaxFinder unit.

The FaxFinder Schedule Fax Screen (New Fax)



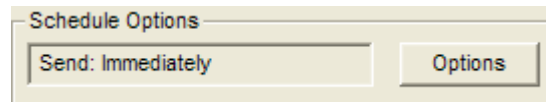
The **FaxFinder Schedule Fax** screen appears (a) when you double-click an item from the Print Capture tab of the client, or (b) when you select the **New Fax** command from the File menu of the Client Software screen or (c) when you Right-click an item in the Print Capture tab and select 'Fax.'

There are four sections (called 'panes' hereafter) to the Fax Scheduler: the Recipients pane, the Documents pane, the Options pane and the Cover Page pane. At the bottom are the two main function buttons – one to send or schedule the fax and the other to cancel it entirely.

Device pane

The device pane provides a drop-down list of all FaxFinder units available to this client. Select the unit that you want this fax sent from.

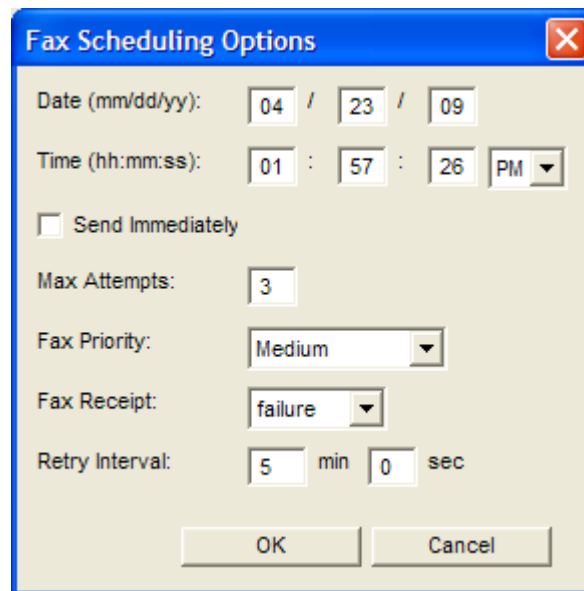
Schedule Options pane



Options text box: This text box will display 'Send Immediately' by default. If you want to schedule this fax to be sent at a specific time or date, then you must click the Options button.

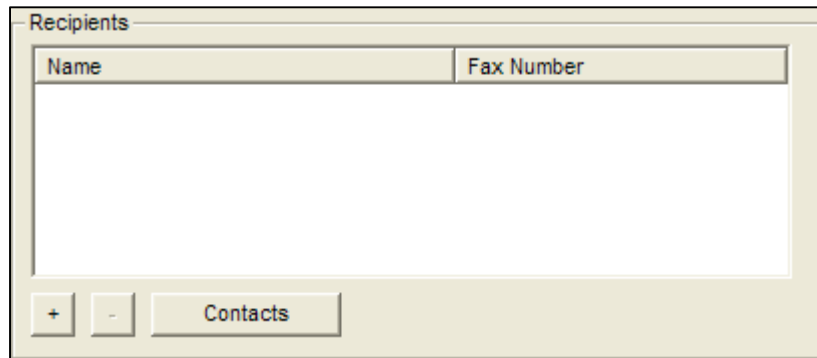
Options (button): If you want to specify a time or date for the fax to be sent, you must click the Options button which will open the Fax Scheduling Options window. The Options button will also allow you to change the Maximum Attempts, Priority and Fax Receipt options from the default values.

Fax Scheduling Options



By un-checking the 'Send Immediately' box, you can set a specific time and date for this fax to be sent. You may change the Maximum Attempts, Priority and Fax Receipt settings for this fax.

Recipients pane



Name (column): Party to whom the fax will be sent. You cannot type in this window. When a recipient is specified either from the **Contacts** or from the **New Recipient** window (the '+' button), that recipient's name will appear in this field.

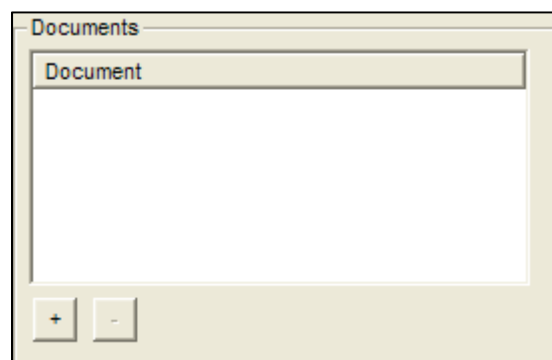
Fax Number (column): Fax number to which the fax will be sent. You cannot type in this window. When a fax number is specified either from the **Contacts** or from the **Enter a Fax Recipient** window; that fax number will appear in this field.

+ (button): Brings up the **New Recipient** window. At this window, you enter the name and fax number of the party to whom the fax will be sent.

— (button): Removes a selected (left-click to select) entry or entries from the Recipients list. You will be prompted to confirm removal of the recipient(s) from the list of recipients. Multiple entries can be selected by holding the *Ctrl* key (individually) or *Shift* key (all entries between) while clicking.

Contacts (button): Brings up the **Select Contacts** screen from which a fax recipient can be chosen (this is retrieved from the user contacts stored in your user ID on the FaxFinder unit). If enabled on the FaxFinder server, this will also display contacts from Microsoft Outlook. Multiple entries can be selected by holding the *Ctrl* key (individually) or *Shift* key (all entries between) while clicking.

Documents pane



Document (column): File name and type extension of document(s) to be transmitted as a fax.

+ (button): Click this button to add another document to the fax transmission. Only *.tif*, *.pdf* and *.txt* files can be added with this.

— (button): Click this button to remove a document from the list of items to be faxed. You will be prompted to confirm removal.

Cover Page pane

Use Cover Page (checkbox): Check this checkbox to include a cover page with your fax.

Cover Page (drop-down selection box): This field will be active when the 'Use Cover Page' check box is ticked. By clicking on the down arrow, you will see the selection of cover pages available from the FaxFinder unit. Click to highlight and select the cover page you want to use.

View (button): Brings up the cover page to be used.

Subject (text field): Here you can type a brief description of the contents of the fax. The placement of this "Subject" description will depend on the cover page style that you use.

Comments (text field): Here you can type a lengthy comment about the fax or related topics.

Send the Fax



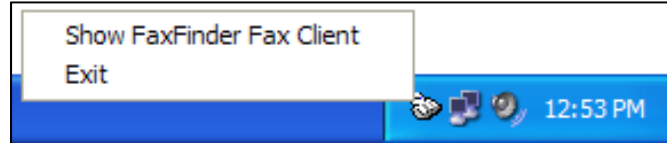
Schedule (button): When you have completed the other sections, click the Schedule button to have the fax sent according to the time set by the Options parameters.

Close (button): To exit the Fax Schedule window and discard all changes, click the close button.

Send Fax with Client Software

When a document (.tif, .pdf, or .txt) is complete and ready to be sent as a fax, opening the client software and using the Schedule Fax option is quick and easy.

To begin, either double-click the FaxFinder Client Software icon in the System Tray or launch it manually from the program listing on the Start menu, which will place it down in the System Tray.



1. Open the File menu and select 'New Fax'
2. The Fax Scheduler screen will open
3. Enter recipients manually by clicking the '+' button or select from an already available contact
4. Click on the '+' button in the Documents pane and browse to the file you want sent (you may add more files by repeating this step)
5. Highlight and click Open to use the selected file
 - Note:** If you do not see the file you want to use, make sure that the type of your source file (PDF, Text, Postscript, Tiff) is valid
6. Set any Options that you need (priority, time to send, etc.)
7. Select and modify a cover page as needed
8. Enter a subject and/or comments if needed
9. Click the Schedule button in the lower left corner to send the fax according to the options set

Send Fax by Printing

The easiest and most convenient way to utilize the FaxFinder once the client software is installed on a computer is to take advantage of the Print function of a software program.

To begin, create the text that you want to send out as a fax and save your work.

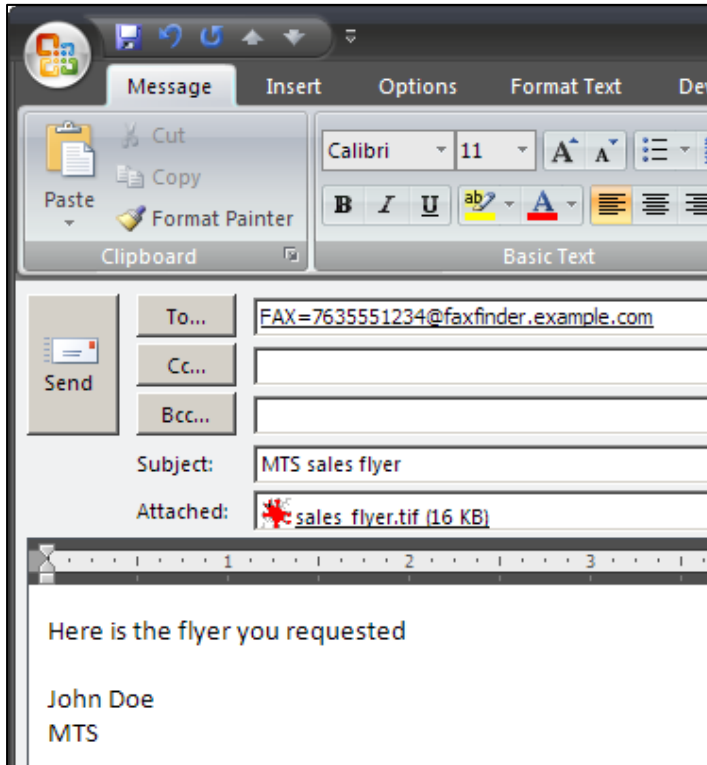
1. Select the Print option from the software you are using
2. Select the FaxFinder as your print destination and click on the Print button
3. The Schedule Fax window opens
4. Enter recipients manually by using the '+' button or select from an already available contact list
5. Set any Options that you need (priority, time to send, etc.)
6. Select and modify a cover page as needed
7. Enter a subject and/or comments if needed
8. Click the Schedule button in the lower left corner to send the fax according to the options set

Send Fax from Email (T.37)

When you wish to send an email as a fax, using the T.37 format in the **To:** field will take advantage of the FaxFinder from your Outlook email software. To do this you will need to know a few things: your administrator should provide you with the domain name of the FaxFinder unit and you need to know the phone number of the fax recipient.

To begin, compose the message as a new email.

1. In the **To:** field, enter the recipients in this format: **FAX=phone number of recipient fax machine@FaxFinder domain** (e.g. FAX=7635551234@faxfinder.example.com as shown below)



2. Add any graphical attachments (PDF, Text or Tiff)
3. Click the Send email button

Send Fax from FaxFinder Web Interface

Logging in to the FaxFinder unit via a web browser is another simple way to have a fax sent from the FaxFinder unit. This process is started by simply entering the IP address (e.g. 192.168.2.1) in the address bar of the browser and using the links to access the Send Fax screen. Depending on the browser used, you may see security warnings. Click 'Yes' to proceed in Internet Explorer; for Firefox, you may have to add an exception for the FaxFinder unit's IP address.

To begin, enter your Username and Password.

1. Click on the top navigation link "Send Fax"
2. The Sender Information will be pre-entered with your user info
3. Enter the recipient information or select from an available contact list and click 'Add Recipient'
4. Select and fill out any information to be included as a cover page if you are using one
5. Browse to the file that is the fax information (you can add more with the 'Add Another Attachment' button)
6. Choose any option variables for this fax
7. Click the Send Fax button at the bottom left of the screen

Send Fax by Web API

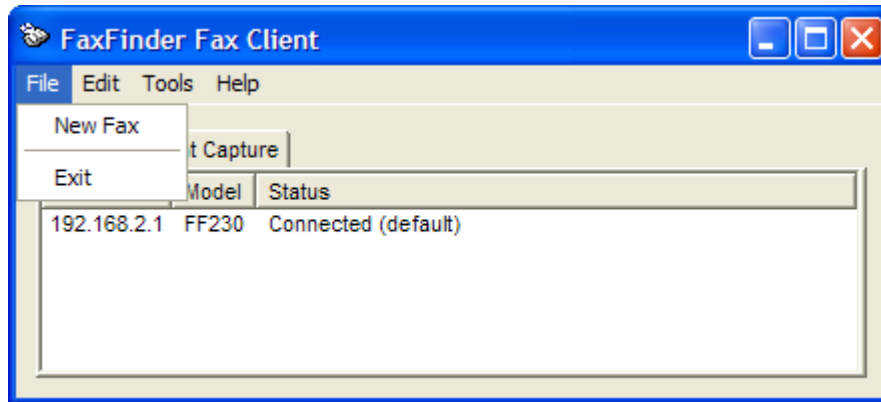
If your administrator has created a custom API (Application Programming Interface) for you to use, that is another option available for sending faxes through the FaxFinder. This will be unique for your company, so you should look for information from your Administrator or IT department.

Using the Client Software

This section will detail all of the commands, tabs and screens that the Client Software offers. While not every user will need all of the options available, you may want to glance through what is here for something that will prove useful to you. The Schedule Fax window is the primary means of sending a fax through the software and populating the contact list can save time by having those contacts readily available when a fax needs to be sent.

File Menu Command Descriptions

The following options are available from the **File** menu.



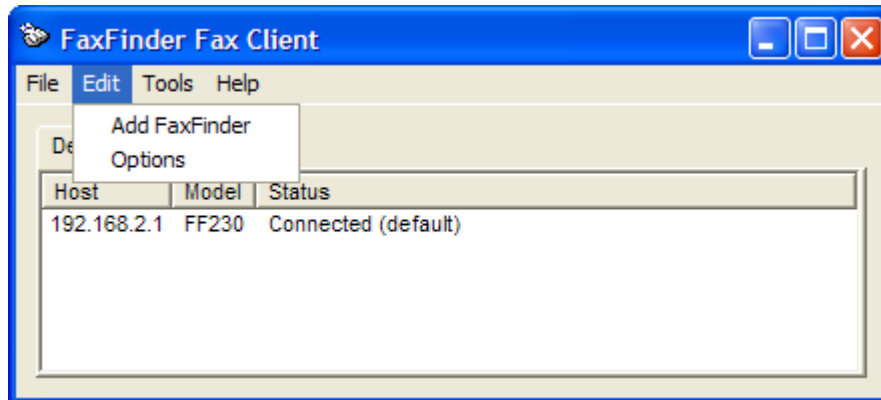
File menu Commands

New Fax: Clicking this command will bring up the 'Schedule Fax' window of the default FaxFinder unit, where a user can enter the needed information and schedule a fax to be sent by the active FaxFinder unit.

Exit: This will exit the FaxFinder Client software. You will be prompted with a pop-up verifying that you actually want to exit the software. Another option is to click on the window minimize button to return the FaxFinder client to the system tray.

Edit Menu Command Descriptions

The following options are available from the **Edit** menu.



Add FaxFinder

Type: Select the FaxFinder series you are connecting to.

FFx30 for the FF130, FF230, FF430 and FF830

FFx20 for the FF120, FF220, FF420 and FF820

Server Address: Enter the IP address of the FaxFinder unit that you want to add.

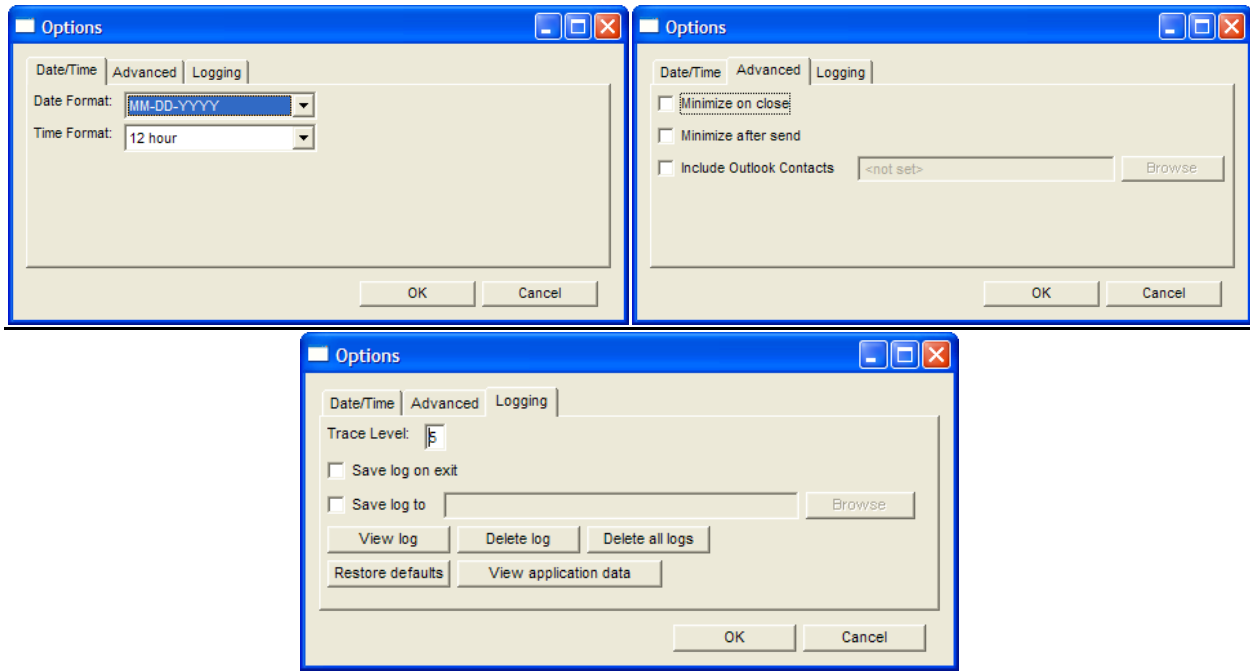
Username: Enter the user name you have been assigned for this unit.

Password: Enter the password associated with the user name you have been assigned for this unit.

Click **OK** to add the new FaxFinder unit to the client software.

Options

The following is available from the **Edit | Options** menu.



Date/Time tab:

Here you enter the date and time formats for the fax header.

Advanced tab:

Here you designate the circumstances that will make the Send Fax window become minimized (**on close** or **after send**) and allow the enabling of the importation of a Microsoft Outlook address book.

The **Include Outlook Contacts** checkbox will automatically find your Outlook (2000 version and newer) folder and import the contacts that exist there. If you have Outlook installed to a directory other than the default, a Browse button is available for determining the correct folder.

Logging tab:

A **Trace Level** of 9 is the highest trace setting. A Trace Level of 1 is the lowest (least amount of trace) setting.

Select **Save Log on Exit** to ensure the Log file exists after the application is closed.

Select **Save Log to** if you want to create a log file other than the default. You may **Browse** to an existing File Folder and type in the name of the custom log file in the edit field.

Click **View Log** to view the existing log file.

Click **Delete Log** to erase the current log.

Click **Delete All Logs** to remove any previously existing Log Files.

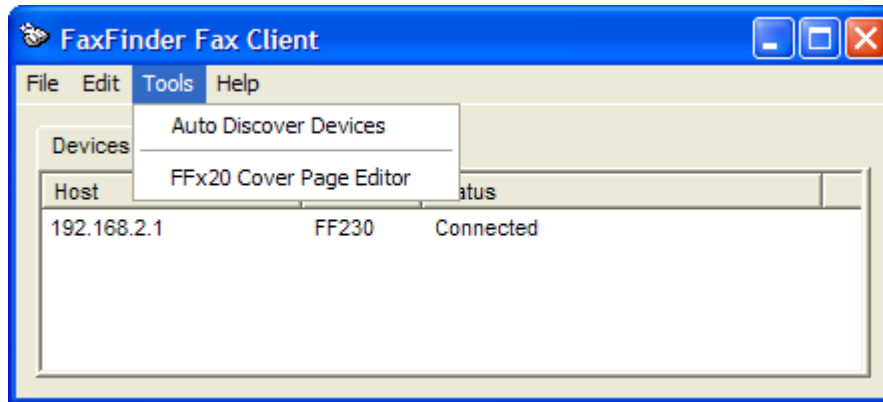
Click **Restore Defaults** to restore the Logging information to factory defaults.

Click **View Application Data** to start an explorer window to find and view existing log files.

Click **OK** to save your changes.

Click **Cancel** to Cancel any changes made.

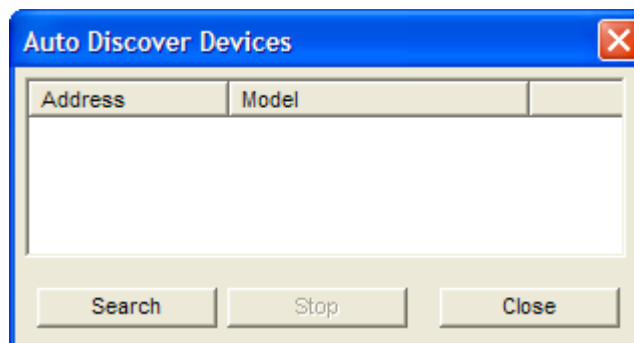
Tools Menu Command Descriptions



Auto Discover Devices: Selecting Auto Discover Devices will have the Client software search the network for active FaxFinder units that are on the same network.

Click on the **Search** button to begin the auto discovery. Once begun, you can click the **Stop** button to end the search at any time. When you are finished, click the **Close** button.

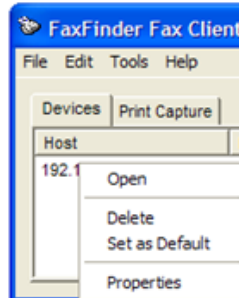
Any device found can be added by right-clicking and selecting *Add* or double-clicked to add it to the Client software.



FFx20 Cover Page Edit: Selecting this option will open the FaxFinder x20 Cover Page Editing software that was installed with the client. The software allows you to edit existing covers pages or create entirely new ones for the FaxFinder x20 models only.

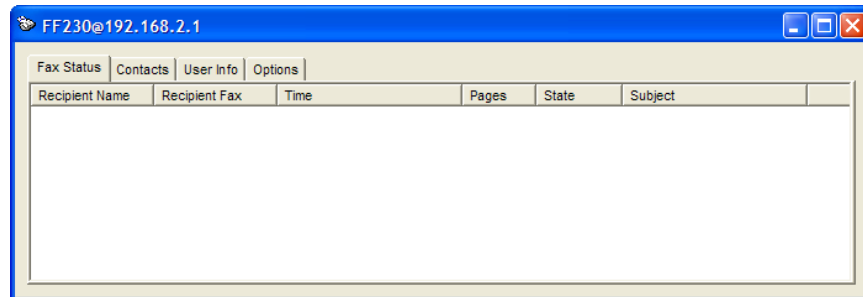
Devices Tab (Main Window)

The Devices tab will show all of the FaxFinder units that are associated with the client software. This window has three columns: *Host* (the name or IP address of a FaxFinder unit), *Model* (the model number of the FaxFinder unit) and *Status* (displays the connection state of the FaxFinder unit as well as showing which unit is set as the default unit for use). By **right-clicking** on the name or IP address of the FaxFinder unit in the *Host* column, you will get an option window.



Open

Selecting Open will launch the FaxFinder summary window.



Fax Status tab

This tab will show the name, number, time, pages, state and subject for any pending or sent faxes.

Contacts tab (Add a Contact)

The contacts tab lists all the contacts that are associated with your user name in the FaxFinder unit.

Right-click menu

By right-clicking on an existing contact you can **Edit** or **Delete** it.

By right-clicking in the empty area, you can **Add Contact** or **Refresh** the screen.

User Info tab

The user info tab lists your information as it is entered in to the FaxFinder unit.

Save (button)

The Save button will save any changes made to the User Info on the FaxFinder unit.

Retrieve (button)

The retrieve button will query the FaxFinder unit for the current user information and update what is displayed in the client software.

Options tab

In the options tab you can change the default settings that are used for faxing: *Max Attempts*, *Fax Priority*, *Fax Receipt*, *Try Interval*.

Save (button)

Click the save button to make these changes to the FaxFinder unit for this user.

Delete

Selecting this will delete the FaxFinder unit from use by this software. There is a delete confirmation window that will pop-up prior to actual deletion.

Set as Default

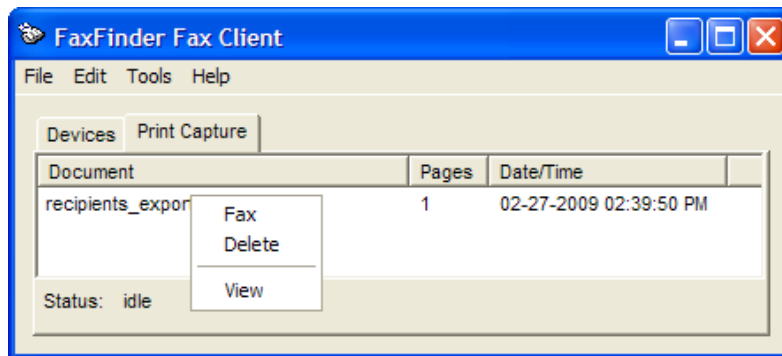
Selecting set as default will make the unit clicked the default unit for sending faxes through this software.

Properties

Selecting properties will bring up a window showing the FaxFinder unit type (FFx20 or FFx30), the IP address the unit is using and your user name and password. The password is replaced by asterisks for security.

Print Capture Tab (Main Window)

Any potential faxes sent from the print to FaxFinder option will be here, ready for additions, setting changes or scheduling. There are two columns to this field: *Document* (the name of the document ready to be scheduled) and *Pages* (the total number of pages in the document). To access the options for items in the print capture area, right-click on the document name.



Fax

Selecting this will open the Fax Scheduler window allowing you to change any parameters as needed and schedule your fax for a specific time or send it immediately. The Fax Schedule screen is covered earlier in this chapter.

Delete

Selecting this will permanently delete the document from the client software. Entries in the Print Capture tab will remain until they are manually deleted using this command.

View

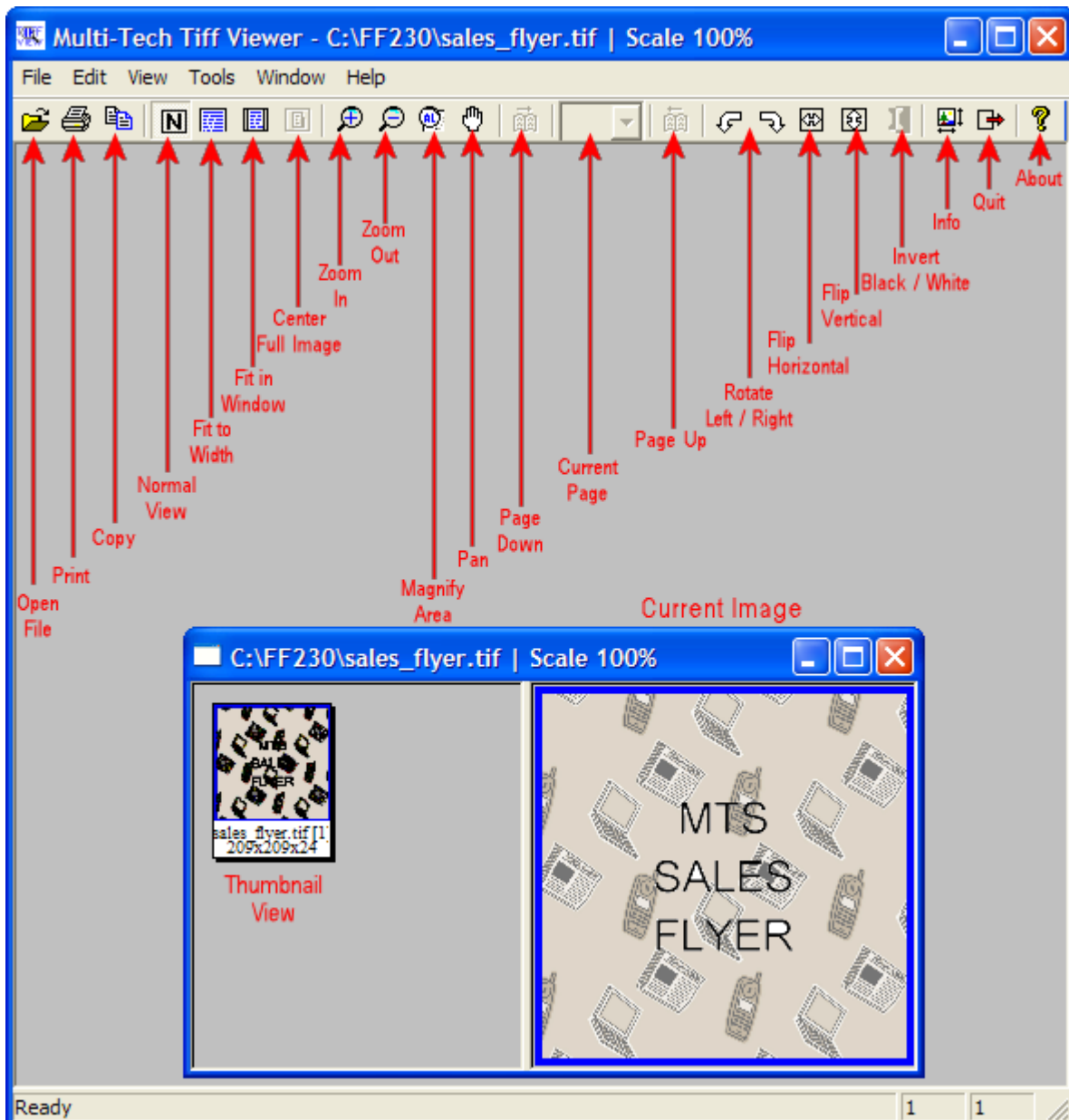
Selecting the view option will open the document (a TIFF file) with the program associated with its extension type; if you chose to associate TIFF files with the TIFF Viewer during installation, that is the program that will open the file.

Using the Multi-Tech Tiff Viewer

The Multi-Tech Tiff Viewer program has a variety of features that enhance the viewing of fax messages in graphic file form (thumbnails, zooming, spot magnification, scrolling, rotating, etc.). The program can also manipulate and permanently alter the graphic files.

Toolbar Icons

The most commonly used functions are available as icons on the toolbar. In the diagram below, we label the functions of these icons.



While most of these features are common to many graphical programs, some warrant a bit of explanation, provided below.

Copy. The Copy function allows you to copy the fax file and insert it into a different application program. When you click the copy button, the current image will be copied to Windows Clipboard, from which you may then Paste into another applicable program or document. See “Importing Fax Images into Other Application Programs” below.

Pan (Omni-Directional Scroll). The “hand” icon allows you to bring any desired portion of the image into view by clicking and holding down the left mouse button and then moving the mouse to “drag” the image to where you want it.

Zoom to Selection. Click and drag with the mouse over the rectangular area you would like to view. The Multi-Tech Tiff Viewer zooms in sufficiently to fill the screen with the selected area.

Magnify Area (Spot Magnifying Glass). In this viewing mode, a magnifying glass icon (cursor) appears. It can be used in one of three ways to magnify any portion of the image: (a) Click over Area, (b) Click-and-Hold Over Area, (c) Scan the Graphic.

Click over Area. A secondary window will appear that shows the ‘clicked-on’ area magnified. You can adjust the size of the secondary window by dragging on its borders. You can re-locate the secondary window by putting the cursor inside the window, clicking, holding, and dragging.

Click-and-Hold over Area. Two additional windows will appear. The cursor itself becomes a small secondary window of fixed size. The same image also appears on a third window. You can adjust the size of the secondary window by dragging on its borders. You can re-locate the secondary window by putting the cursor inside the window, clicking and dragging.

Scan the Graphic. If you *click, hold, and drag*, you can scan the image in a magnified view. Two magnifying windows will appear as in the “Click-and-Hold Over Area” description above.

Thumbnail. The thumbnail shows a reduced size version of the current image as well as the dimensions. If you left-click on the thumbnail image, you will reset the current graphic to the original. *This will not undo any changes that were saved.*

Importing Fax Images into Other Application Programs

The **Copy** command in the Multi-Tech Tiff viewer program allows you to import the fax image into other application programs. A fax, in the TIF format can be **Copied** from the Multi-Tech Tiff viewer program and **Pasted** into a word processing program document. The Windows Clipboard will only hold one copy at a time, so make sure not to use any copy command until you have pasted the current image to the new location.

Appendix A – Troubleshooting

1. What if I can't see the web page for my FaxFinder?

REMEDY: Verify that the Admin PC is actually on the same subnet as the FaxFinder and that it can be “pinged.”

Launch a Command Prompt.

(In WinXP, go to **Start | All Programs | Accessories | Command Prompt**.

In Win2000, go to **Start | Programs | Accessories | Command Prompt**.)

Type **ipconfig** to verify that the Admin PC's IP address is in the same network as the FaxFinder's IP address.

Then type **ping 192.168.2.1** (or *server's current IP address*) and press **Return**.

If the FaxFinder unit does reply to the ping and you are still unable to view the FaxFinder web page, then call Multi-Tech Tech Support for more assistance (1-800-972-2439).

To see what the IP address of the FaxFinder unit is, plug a serial cable into the Console/Command port, open communication software (like HyperTerminal) set to a serial speed of 115,200 bps and type **ifconfig**.

2. What if I don't get an email when I click the Send Test Email link?

This pertains to the procedure “System Configuration | SMTP.”

The email may have failed due to one of several causes:

- (A) the name server cannot be resolved,
- (B) the mail server cannot be contacted; or
- (C) the client PC running the mail software cannot connect to the mail server; or
- (D) the administrator's email address may be missing or incorrect;
- (E) the email server does not support SMTP; or
- (F) a discrepancy exists between settings established in the FaxFinder **System Configuration | SMTP** screen and the email server's requirements for User ID and/or Password in establishing authentication with the FaxFinder.

CAUSE A: During transmission, the name server's address could not be resolved (that is, the FaxFinder unit could not contact your name server).

RESPONSE A: Contact the FaxFinder unit using secure shell and try to ping the name server.

```
ssh user@ip
user: admin
password: admin
# ping 192.168.y.y (where this is the address of the name server)
```

If the name server ping fails, you must determine why it failed.

The name server may not be reachable because it is on a different subnet. The name server ping could also fail because the default gateway has been set incorrectly.

If the name server ping succeeds, then try to ping the mail server using its domain name.

```
# ping mail.ourcompany.com
```

If you succeed in pinging the mail server by its IP address but yet it cannot be pinged via its domain name, then the name server is not functioning correctly.

If the mail server can be pinged neither by its domain name nor by its IP address, then consider item B below.

CAUSE B: The mail server is not running or cannot be contacted from the FaxFinder unit.

RESPONSE B: Verify that the mail server is running by sending an email to yourself using your email software.

If you cannot send an email to yourself using your email software, then the mail server is not running and you should find out why.

If you can send an email to yourself using the email software, then there is a problem between your mail server and the FaxFinder unit. Call Multi-Tech Technical Support (1-800-972-2439).

CAUSE C: The client PC running the mail software cannot connect to the mail server.

RESPONSE C: If you, as a client, cannot send yourself an email, then contact your administrator; there may be a problem with your mail server.

CAUSE D: The administrator's email address may be missing or incorrect.

RESPONSE D: Check and add/correct the administrator's email address, as needed.

No email message after mail server setup (cont'd)

CAUSE E: The email server does not support SMTP.

RESPONSE E: Contact the FaxFinder unit using secure shell either at its IP address or name (if a name server is present) and specify the SMTP Port Number (25 is the common/standard port number, but this number is configurable in the FaxFinder **System Configuration | SMTP** screen). Using Telnet (*IP address: port*) to get to the SMTP server is the easiest method.

The email server should then return a “Welcome” message.

Type EHLO

The email server should then return a listing of supported protocols and other information.

If the email server does not respond with a ‘Welcome’ message, or, if it does not respond to EHLO, then, either the email server does not support SMTP or the port number is wrong (that is, the port number used in the telnet command does not match what was already specified in the **System Configuration | SMTP** screen).

If the email server does not support SMTP, it will not inter-operate with any FaxFinder unit.

CAUSE F: A discrepancy exists between settings established in the FaxFinder **System Configuration | SMTP** screen and the email server’s requirements for User ID and/or Password in establishing authentication with the FaxFinder.

After you have set the FaxFinder Administrator’s email address, go to the **System Configuration | SMTP** screen and click “Update.” In response to this, an email will be sent to the FaxFinder Administrator.

Email servers have different requirements about User ID and Password with respect to authentication to another server. In order to authenticate, some email servers will require a User ID and Password and will reject authentication if a User ID and a Password have not been provided. For other email servers, a User ID and Password are not required and not allowed and these email servers will reject authentication if a User ID and Password are included.

RESPONSE F: Consult with the administrator of your email server about its User ID/Password requirements for authentication. Then configure the FaxFinder’s **System Configuration | SMTP** screen fields accordingly. The specific fields are “SMTP Server User ID” and “SMTP Password.” Leave these fields blank or fill in these fields according to the requirements of your email server.

3. My FaxFinder 130 or 230 is no longer responding to my inputs.

REMEDY: The FF130 and 230 models have a reset switch in lieu of a power toggle switch. Using a straightened paper clip to push the recessed button will perform a hardware reset. This is only necessary if the unit becomes unresponsive.

4. What if the FaxFinder doesn't answer a fax call?

REMEDY

Use this procedure, if, during a test call to one of the FaxFinder numbers, you fail to see the "Waiting for Ring" State change to the "Waiting for Connect" State in the **Status & Logs | Fax Status** screen and if you fail to hear modem dialup/negotiation tones – both the state and the sound must be observable.

- A. Situate yourself in a place where you can see the FaxFinder unit and, simultaneously, use a phone on a regular POTS line.
- B. From that ordinary POTS phone, dial one of the phone numbers associated with the FaxFinder.
- C. As the call is completed, listen for fax tones and look for the "Waiting for Connect" message in **Status & Logs | Fax Status**.

Sometimes it is possible to see activity in the LED indicators, but often the brevity of the flash it difficult to notice – listening for the fax tones is the best method for troubleshooting.

5. SMTP Error Code List

Many messages now contain the last response from the email server. These error codes may be looked up to give more details of exactly what occurred. The Internet Engineering Task Force (IETF) maintains information about SMTP error codes. You can look them up online at ietf.org in the RFC repository.

6. Dealing with Failed Fax Reports

Occasionally clients will receive email messages from the FaxFinder that pertain to faxes that have failed partially or entirely. That is, some or all of the intended pages of the fax may arrive in a form that cannot be read. Each FaxFinder-generated email of a fax with any failed pages will have one additional file attached: a modem log file with a name like modem0modem1_date-time.txt.

The modem log file contains information about the “conversation” between the sending modem and the FaxFinder’s receiving modem. This information may be valuable to the FaxFinder administrator, working in conjunction with Multi-Tech Tech Support, in protecting the fax system and preventing future errors.

As FaxFinder administrator, you should instruct FaxFinder clients to forward the modem log file from any failed messages directly back to you.

Failure Analysis: Factors to Consider

When analyzing the modem log files from failed faxes, you should consider these questions:

- Is this failure a one-time event or is it part of a larger pattern? If it is a one-time event, it is probably unimportant. If it seems to be part of a larger pattern, it will be valuable to determine what kind of a pattern is involved.
- Are many failures coming from a particular fax machine or from a particular brand or model of fax machine? If so, then check the Multi-Tech web site for applicable modem firmware updates to the FaxFinder.
- Have there been recent changes to the phone system or the room where the equipment is located? (Amid such changes, a phone line might be bumped and so be disconnected or have an intermittent connection.)
- Have phone lines recently been changed or re-routed? (Damaged or noisy phone lines can cause fax failures.)

Possible Solutions to Fax Failure Problems

- Lower the incoming baud rate for received faxes.
- Check Multi-Tech web site for newer modem firmware for FaxFinder and, if any is available, upgrade the FaxFinder (see the section “Modem Firmware Update”).
- Call Multi-Tech Technical Support at 1-800-972-2439.

Appendix B – Customization

Web Services API

Introduction

Fax Finder Web Service (hereafter FFWS) provides an interface to x30 FaxFinders for client applications. Client application can use FFWS for sending faxes, managing contacts and monitoring fax status. This document provides examples which illustrate the HTTP/XML communication between FFWS and a client. Examples are broken up by actions performed on a resource. Sample HTTP requests and responses are provided along with status codes.

Authorization

All request requiring authorization must have the Authorization header set using Basic authentication. If this is not set or the username or password are incorrect then “401 Unauthorized” is returned. See RFC 2617 for implementation

HTTPS

The server supports HTTPS. Secure requests can be sent to the default HTTPS port 443.

Creating a new fax

A new fax is created by posting a request to /ffws/v1/ofax with a schedule_fax element in the body. If the fax is scheduled successfully then a response element is returned with a list of scheduled fax entries; where each fax entry corresponds with a recipient in the previously scheduled fax.

Attachments

Each file that you wish to attach as fax pages must be placed in an attachment element. An "inline" attachment is an attachment with the contents of the file inserted into the content tag. Inline attachments must be encoded using base64. The name of the attachment can usually be set to the basename of the file unless that name is not unique among the attachments. The name is used primarily for error responses, so if you would like to know the attachment which failed then it is important to make this field unique. The content type of the attachment should be set to match the type of file being transferred. For example, if you are attaching a PDF, then the content type should be set to "application/pdf". It is important to properly set the type because this field is used when converting the file into fax pages. No attempt is made to guess the content type on the server.

Optional Query Parameters:

None

HTTP Request line:

```
POST /ffws/v1/ofax HTTP/1.0
```

HTTP Response Status Codes:

201 Created

The fax has been created successfully.

400 Bad Request

Invalid request. The fax has not been scheduled. A more verbose message may be provided in the response message if possible.

Example:

```
POST /ffws/v1/ofax HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
<?xml version="1.0" encoding="UTF-8"?>
<schedule_fax>
  <cover_page>
    <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>
    <enabled>>true</enabled>
    <subject>Test Subject</subject>
    <comments>Test Message</comments>
  </cover_page>
  <sender>
    <name>Sender Name</name>
    <organization>Sender Org</organization>
    <phone_number>111-222-3333</phone_number>
    <fax_number>111-222-3334</fax_number>
    <email_address>sender@example.com</email_address>
  </sender>
  <recipient>
    <name>Rcpt 1 Name</name>
    <organization>Rcpt 1 Org</organization>
    <fax_number>111-222-3335</fax_number>
    <phone_number>218-555-3336</phone_number>
  </recipient>
  <attachment>
    <location>inline</location>
    <name>attachment1.txt</name>
    <content_type>text/plain</content_type>
    <content_transfer_encoding>base64</content_transfer_encoding>
    <content>dGVzdA==</content>
  </attachment>
  <max_tries>3</max_tries>
  <priority>3</priority>
  <try_interval>30</try_interval>
  <receipt>failure</receipt>
  <schedule_all_at>2008-08-07T20:30:00</schedule_all_at>
</schedule_fax>
```

```
-----
HTTP/1.1 201 Created
content-type: application/xml
```

```
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <fax_entry>
    ..<fax_entry_url>https://192.168.2.1/ffws/v1/ofax/0000001B/0000</fax_entry_url>
    <fax_url>https://192.168.2.1/ffws/v1/ofax/0000001B</fax_url>
    <state>aborted</state>
    <schedule_message>Fax aborted by user</schedule_message>
    <created>2008-08-01 08:43:29</created>
    <stime>2008-08-01 08:52:29</stime>
    <try_number>1</try_number>
    <agent>FFWS</agent>
    <preview>https://192.168.2.1/ffws/v1/data/preview/0000001B-0000.pdf</preview>
    <cover_page>
      <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>
      <enabled>>true</enabled>
```

```

    <subject>Test Subject</subject>
    <comments>Test Message</comments>
  </cover_page>
  <sender>
    <username>admin</username>
    <name>Sender Name</name>
    <organization>Sender Org</organization>
    <phone_number>111-222-3333</phone_number>
    <fax_number>111-222-3334</fax_number>
    <email_address>sender@example.com</email_address>
  </sender>
  <recipient>
    <name>Rcpt 1 Name</name>
    <organization>Rcpt 1 Org</organization>
    <fax_number>111-222-3335</fax_number>
    <phone_number>218-555-3336</phone_number>
  </recipient>
  <max_tries>3</max_tries>
  <priority>3</priority>
  <try_interval>30</try_interval>
  <receipt>failure</receipt>
  <receipt_attachment>none</receipt_attachment>
  <pages>1</pages>
</fax_entry>
</response>

```

Retrieving Fax Entries

Fax Entries are retrieved by sending a GET request to `/ffws/v1/ofax`. If the query is successful then a response element is returned which contains all `fax_entry` elements matching the query. In the case of a simple GET without a query string, all fax entries for the user are returned.

Sending a GET request to the URL found in the `fax_url` element will return all fax entries associated with that particular scheduled fax.

Sending a GET request to the URL found in the `fax_entry_url` element will return the fax entry associated with the URL.

Optional Query Parameters:

`all_users=true|false`

An Admin level user can set this option to query all users instead of just faxes belonging to the authenticated user.

`complete_limit=LIMIT`

Limit the number of completed faxes returned in a general query (`/ffws/v1/ofax`) to `LIMIT`. By default the limit is 10. Faxes displayed in the completed list are (pre)viewable and re-schedulable.

`class=pending|sending|complete`

Retrieve faxes by class.

`include_modem_info=true|false`

Include Modem level information in the response (`init_time`, `connect_time`, ...). Requesting this information is costly and it also increases the size of the response. Modem information only exists after the modem has completed at least one full attempt.

HTTP Request line:

```
GET /ffws/v1/ofax HTTP/1.0
```

HTTP Response Status Codes:**200 OK**

Here are the fax entries.

Example:

```
GET /ffws/v1/ofax HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=

-----
HTTP/1.1 200 OK
content-type: application/xml

<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <fax_entry>
    <fax_entry_url>https://192.168.2.1/ffws/v1/ofax/0000001B/0000</fax_entry_url>
    <fax_url>https://192.168.2.1/ffws/v1/ofax/0000001B</fax_url>
    <state>aborted</state>
    <schedule_message>Fax aborted by user</schedule_message>
    <created>2008-08-01 08:43:29</created>
    <stime>2008-08-01 08:52:29</stime>
    <try_number>1</try_number>
    <agent>FFWS</agent>
    <preview>https://192.168.2.1/ffws/v1/data/preview/0000001B-0000.pdf</preview>
    <cover_page>
      <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>
      <enabled>>true</enabled>
      <subject>Test Subject</subject>
      <comments>Test Message</comments>
    </cover_page>
    <sender>
      <username>admin</username>
      <name>Sender Name</name>
      <organization>Sender Org</organization>
      <phone_number>111-222-3333</phone_number>
      <fax_number>111-222-3334</fax_number>
      <email_address>sender@example.com</email_address>
    </sender>
    <recipient>
      <name>Rcpt 1 Name</name>
      <organization>Rcpt 1 Org</organization>
      <fax_number>111-222-3335</fax_number>
      <phone_number>218-555-3336</phone_number>
    </recipient>
    <max_tries>3</max_tries>
    <priority>3</priority>
    <try_interval>30</try_interval>
    <receipt>failure</receipt>
    <receipt_attachment>none</receipt_attachment>
    <pages>1</pages>
  </fax_entry>
</response>
```


Aborting a Fax Entry

Sending a DELETE request to the fax entry URL found in the `fax_entry_url` element of a fax entry will attempt to abort the fax. If successful, 202 accepted will be returned and an abort will be attempted on the fax.

HTTP Request line:

```
DELETE /ffws/v1/ofax/FAX_ENTRY HTTP/1.0
```

HTTP Response Status Codes:

202 Accepted

An abort has been sent. The fax entry will be aborted if possible.

400 Bad Request

The fax specified could not be aborted. The user may not be the owner of the fax or the fax could not be found.

Example:

```
DELETE /ffws/v1/ofax/0000001B/0000 HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
-----
HTTP/1.1 202 Accepted
content-type: application/xml
```

Rescheduling a Fax Entry

Sending a PUT request to the fax entry URL found in the `fax_entry_url` element of a fax entry will attempt to reschedule the fax. If successful, 202 accepted will be returned and a reschedule will be attempted on the fax.

HTTP Request line:

```
PUT /ffws/v1/ofax/FAX_ENTRY?at=UTC_TIME_ENCODED HTTP/1.0
```

Query Parameters:

```
at=UTC_TIME_ENCODED
UTC_TIME_ENCODED := YYYY-MM-DDTHH%3AMM%3ASS
```

HTTP Response Status Codes:

202 Accepted

Attempting reschedule

400 Bad Request

The fax specified could not be rescheduled. The user may not be the owner of the fax or the fax could not be found

Example:

```
PUT /ffws/v1/ofax/0000001B/0000?at=2008-08-09T22%3A30%3A00 HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
-----
HTTP/1.1 202 Accepted
content-type: application/xml
```

Retrieving User Information

Information associate with a user can be retrieved by sending a GET request to the user URL of the user desired. The user URL is of the form /ffws/v1/users/USERNAME. A regular user can only retrieve their information and not that of another user.

HTTP Request line:

```
GET /ffws/v1/users/USERNAME HTTP/1.0
```

HTTP Response Status Codes:

200 OK

Success

403 Forbidden

Authenticated user does not have permission to view data associated with username.

404 Not Found

No user found with that username.

Example:

```
GET /ffws/v1/users/admin HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
-----
HTTP/1.1 200 OK
```

```
content-type: application/xml
```

```
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <user>
    <user_url>https://192.168.2.1/ffws/v1/users/admin</user_url>
    <name>Administrator</name>
    <username>admin</username>
    <email_address>admin@example.com</email_address>
    <phone_number>111-222-3333</phone_number>
    <fax_number>111-222-3334</fax_number>
    <organization>Example Org</organization>
  </user>
</response>
```

Retrieving Contacts

User contacts are retrieved by sending a GET request to the contacts URL for a user. Or if you already know the contact URL of a contact, then you could send a get request to that URL as well.

HTTP Request line:

```
GET /ffws/v1/contacts/USERNAME HTTP/1.0
```

Query Parameters:

```
limit=LIMIT
```

Limit the number of results to LIMIT.

```
offset=OFFSET
```

Skip OFFSET entries from the start. Only valid when limit is specified.

Substring matching for any of the contact elements.

HTTP Response Status Codes:

200 OK

Success

403 Forbidden

Authenticated user does not have permission to view data associated with username.

404 Not Found

No user found with that username.

Example:

```
GET /ffws/v1/contacts/admin HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
-----
HTTP/1.1 200 OK
```

```
content-type: application/xml
```

```
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <contact>
    <contact_url>https://192.168.2.1/ffws/v1/contacts/admin/3</contact_url>
    <name>Contact Name</name>
    <fax_number>111-222-4444</fax_number>
    <phone_number>218-555-3336</phone_number>
    <organization>Contacts Org</organization>
  </contact>
</response>
```

Adding New Contacts

User contacts are added by sending a POST request to the contacts URL for a user. The body of the request should contain valid XML for an contact element.

HTTP Request line:

```
POST /ffws/v1/contacts/USERNAME HTTP/1.0
```

HTTP Response Status Codes:

200 OK

Created

403 Forbidden

Authenticated user does not have permission to change data associated with username.

404 Not Found

No user found with that username.

400 Bad Request

The provided XML is not valid.

Example:

```
POST /ffws/v1/contacts/admin HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
<?xml version="1.0" encoding="UTF-8"?>
<contact>
  <name>Test Recipient</name>
  <fax_number>111-222-4444</fax_number>
  <phone_number>218-555-3336</phone_number>
  <organization>Some org</organization>
</contact>
```

```
-----
HTTP/1.1 200 OK
content-type: application/xml
```

```
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Created</message>
  <contact>
    <contact_url>https://192.168.2.1/ffws/v1/contacts/admin/6</contact_url>
    <name>Test Recipient</name>
    <fax_number>111-222-4444</fax_number>
    <phone_number>218-555-3336</phone_number>
    <organization>Some org</organization>
  </contact>
</response>
```

Modifying Contacts

A contact can be modified by sending a PUT request to the contact URL found in the `contact_url` element of the contact to modify. The message body should contain the updated contact XML element.

HTTP Request line:

```
POST /ffws/v1/contacts/USERNAME/id HTTP/1.0
```

HTTP Response Status Codes:

200 OK

Modified successfully.

403 Forbidden

Authenticated user does not have permission to change data associated with username.

404 Not Found

No user found with that username.

400 Bad Request

The provided XML is not valid.

Example:

```
POST /ffws/v1/contacts/admin/6 HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
<?xml version="1.0" encoding="UTF-8"?>
<contact>
  <name>Change name</name>
  <fax_number>111-222-4444</fax_number>
  <phone_number>218-555-3336</phone_number>
  <organization>Some org</organization>
</contact>
```

```
-----
HTTP/1.1 200 OK
content-type: application/xml
```

```
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Modified</message>
</response>
```

Deleting Contacts

A contact can be removed by sending a DELETE request to the contact URL found in a contact_url element. The contact associated with that URL will be removed.

HTTP Request line:

```
DELETE /ffws/v1/contacts/USERNAME/id HTTP/1.0
```

HTTP Response Status Codes:

200 OK

Deleted

403 Forbidden

Authenticated user does not have permission to change data associated with username.

404 Not Found

No user found with that username.

Example:

```
DELETE /ffws/v1/contacts/admin/6 HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
-----
HTTP/1.1 200 OK
content-type: application/xml
```

```
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Deleted</message>
</response>
```

Retrieving Cover Pages

Available cover pages can be requested by sending a GET request to `/ffws/v1/data/cover_pages`.

HTTP Request line:

```
GET /ffws/v1/data/cover_pages HTTP/1.0
```

HTTP Response Status Codes:

200 OK

Success

Example:

```
GET /ffws/v1/data/cover_pages HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
```

```
-----
HTTP/1.1 200 OK
```

```
content-type: application/xml
```

```
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <file>
    <name>default.pdf</name>
    <type>application/pdf</type>
    <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>
  </file>
  <file>
    <name>multitech.pdf</name>
    <type>application/pdf</type>
    <url>https://192.168.2.1/ffws/v1/data/cover_pages/multitech.pdf</url>
  </file>
  <file>
    <name>sample1.pdf</name>
    <type>application/pdf</type>
    <url>https://192.168.2.1/ffws/v1/data/cover_pages/sample1.pdf</url>
  </file>
  <file>
    <name>sample2.pdf</name>
    <type>application/pdf</type>
    <url>https://192.168.2.1/ffws/v1/data/cover_pages/sample2.pdf</url>
  </file>
</response>
```

Verify User

Authenticates the user and then simply returns 200 OK.

HTTP Request line:

```
GET /ffws/v1/verify HTTP/1.0
```

HTTP Response Status Codes:

```
200 OK
  Verified
```

Example:

```
GET /ffws/v1/verify HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
-----
HTTP/1.1 200 OK
content-type: application/xml
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Verified</message>
</response>
```

Retrieving information about the FaxFinder

Sending a GET request to /ffws/v1/about will return information about the FaxFinder.

HTTP Request line:

```
GET /ffws/v1/about HTTP/1.0
```

HTTP Response Status Codes:

```
200 OK
  Success
```

Example:

```
GET /ffws/v1/about HTTP/1.0
content-type: application/xml
authorization: Basic YWRtaW46YWRtaW4=
-----
HTTP/1.1 200 OK
content-type: application/xml
<?xml version="1.0" encoding="UTF-8"?>
<response>
  <message>Success</message>
  <about>
    <model>FF230</model>
    <version>2.0</version>
  </about>
</response>
```


General Status Codes

Be aware that other Status Codes that do not pertain specifically to the resource requested may be returned.

See RFC 2616 for a listing of all possible codes.

Some FFWS general errors:

401 Unauthorized

Authorization required

415 Unsupported Media Type

Content-Type must be set to 'application/xml'

405 Method Not Allowed

The resource does not support that method

503 Service Unavailable

Temporary overloading

Schedule Fax Element

Most elements under `schedule_fax` are optional. If an element is left out then an appropriate default or the empty string will be substituted.

```
<!-- Describes one or more faxes to send -->
<schedule_fax>
  <!-- Cover page information -->
  <cover_page>

    <!-- URL of cover page on server to use -->
    <!-- default: default.pdf -->
    <!-- required: no -->
    <!-- value: string -->
    <url>https://192.168.2.1/ffws/v1/data/cover_pages/default.pdf</url>

    <!-- Enable or disable the inclusion of a cover page -->
    <!-- default: true -->
    <!-- required: no -->
    <!-- value: boolean -->
    <enabled>true</enabled>

    <!-- Subject added to subject field on cover page -->
    <!-- default: "" -->
    <!-- required: no -->
    <!-- value: string -->
    <subject>Test Subject</subject>

    <!-- Message added to the comments field on cover page -->
    <!-- Formatting is not preserved. Newlines and spaces -->
    <!-- are reduced to a single space. -->
    <!-- default: "" -->
    <!-- required: no -->
    <!-- value: string -->
    <comments>Test Message</comments>
  </cover_page>
```

```
<!-- Sender information -->
<sender>

  <!-- The name of the sender -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <name>Sender Name</name>

  <!-- Sender Organization/company -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <organization>Sender Org</organization>

  <!-- Sender phone number -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <phone_number>111-222-3333</phone_number>

  <!-- Sender fax number -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <fax_number>111-222-3334</fax_number>

  <!-- Sender email address-->
  <!-- This field must be included to receive email alerts -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <email_address>sender@example.com</email_address>
</sender>

<!-- Recipient information -->
<!-- At least one recipient must be included -->
<!-- A fax is sent to each recipient -->
<recipient>

  <!-- Recipient Name -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <name>Rcpt 1 Name</name>

  <!-- Recipient Organization -->
  <!-- default: "" -->
  <!-- required: no -->
  <!-- value: string -->
  <organization>Rcpt 1 Org</organization>

  <!-- Recipient Fax Number -->
  <!-- The fax number to send to -->
  <!-- required: yes -->
  <!-- value: string -->
  <fax_number>111-222-3335</fax_number>
```

```

<!-- Recipient Phone Number -->
<!-- default: "" -->
<!-- required: no -->
<!-- value: string -->
<phone_number>218-555-3336</phone_number>
</recipient>

<!-- Attachments to send as fax pages -->
<attachment>

  <!-- Attachment location -->
  <!-- required: yes -->
  <!-- value: inline | external -->
  <location>inline</location>

  <!-- Attachment name -->
  <!-- A unique name associate with this attachment -->
  <!-- Used to differentiate between attachments -->
  <!-- required: yes if location == inline -->
  <!-- value: string -->
  <name>attachment1.txt</name>

  <!-- Attachment type must be one of: -->
  <!--   application/pdf -->
  <!--   application/postscript -->
  <!--   text/plain -->
  <!--   image/tiff -->
  <!-- required: yes if location == inline -->
  <!-- value: string -->
  <content_type>text/plain</content_type>

  <!-- Content encoding -->
  <!-- Must be set to base64 -->
  <!-- required: yes if location == inline -->
  <!-- value: string -->
  <content_transfer_encoding>base64</content_transfer_encoding>

  <!-- Content of attachment base64 encoded -->
  <!-- required: yes if location == inline -->
  <!-- value: string -->
  <content>dGVzdA==</content>

  <!-- Url of attachment -->
  <!-- required: yes if location == external -->
  <!-- value: string -->
  <url>/ffws/v1/data/userspace/admin/report.pdf</url>
</attachment>

<!-- Maximum number of tries until failure of fax -->
<!-- default: 3 -->
<!-- required: no -->
<!-- value: integer -->
<max_tries>3</max_tries>

```

```
<!-- Priority level of fax -->
<!-- Must be of value from 0..5 where 0 is the highest -->
<!-- A higher priority fax will send before a lower priority fax -->
<!-- when there are more than one fax ready to send. -->
<!-- default: 3 -->
<!-- required: no -->
<!-- value: integer -->
<priority>3</priority>

<!-- Interval in seconds between failure tries -->
<!-- default: 30 -->
<!-- required: no -->
<!-- value: integer -->
<try_interval>30</try_interval>

<!-- Fax Receipt -->
<!-- Send a fax receipt to senders email: "always" | "never" | "failure" -->
<!-- default: "failure" -->
<!-- required: no -->
<!-- value: string -->
<receipt>failure</receipt>

<!-- Fax Attachment with Receipt -->
<!-- Send the fax pages as an attachment with receipt: "pdf" | "tiff" | "none" -->
<!-- default: "pdf" -->
<!-- required: no -->
<!-- value: string -->
<receipt_attachment>none</receipt_attachment>

<!-- URL of scheduled faxes -->
<!-- Added by FFWS -->
<!-- value: string -->
<fax_url>https://192.168.2.1/ffws/v1/ofax/0000001C</fax_url>

<!-- Total number of fax pages not including the cover page -->
<!-- Added by FFWS -->
<!-- value: integer -->
<pages>1</pages>

<!-- Schedule all faxes to send at a specified UTC time -->
<!-- If this options is not present then faxes will be -->
<!-- scheduled to send as soon as possible. -->
<!-- Format: %FT%T -->
<!-- required: no -->
<!-- value: string -->
<schedule_all_at>2008-08-07T20:30:00</schedule_all_at>

</schedule_fax>
```

Fax Entry Element

This element represents an actual fax that will be sent. Some of the elements are the same as elements provided in `schedule_fax`. See the documentation above for an explanation of those fields.

```
<!-- Describes a Fax Entry -->
<fax_entry>
  <!-- URL of this fax_entry -->
  <!-- value: string -->
<fax_entry_url>https://192.168.2.1/ffws/v1/ofax/00000FD1/0000</fax_entry_url>

  <!-- URL of scheduled_fax group to which this fax_entry is a part of -->
  <!-- value: string -->
<fax_url>https://192.168.2.1/ffws/v1/ofax/00000FD1</fax_url>

  <!-- Current state of this fax entry -->
  <!-- Can be one of: -->
  <!--   new -->
  <!--   pending -->
  <!--   sending -->
  <!--   sent -->
  <!--   aborted -->
  <!--   failed -->
  <!--   dead -->
  <!-- value: string -->
<state>sent</state>

  <!-- Human readable string describing the current status -->
  <!-- value: string -->
<schedule_message>Successfully sent fax</schedule_message>

  <!-- Human readable time representing the time -->
  <!-- in the FaxFinders time zone, when the fax -->
  <!-- was created. -->
  <!-- This value will be approximately the time when -->
  <!-- the fax was scheduled. -->
  <!-- value: string -->
<created>2008-08-01 08:43:29</created>

  <!-- A contextual field which varies based on the -->
  <!-- state. -->
  <!-- When the fax is pending this field represents -->
  <!-- the time when FaxFinder will try to send it. -->
  <!-- When the fax is sending this field represents -->
  <!-- the time when FaxFinder actually started sending it. -->
  <!-- In any other case it is the time of completion. -->
  <!-- value: string -->
<stime>2008-08-01 08:52:29</stime>

  <!-- The number of unsuccessful tries that have already occurred -->
  <!-- value: string -->
<try_number>1</try_number>

  <!-- Sending Agent -->
  <!-- value: string -->
<agent>FFWS</agent>

  <!-- Fax Preview URL -->
  <!-- value: string -->
<preview>https://192.168.2.1/ffws/v1/data/preview/00000FD1-0000.pdf</preview>
```

```

<cover_page>
  <enabled>>false</enabled>
  <url></url>
  <subject></subject>
  <comments></comments>
</cover_page>

<sender>
  <username>admin</username>
  <name></name>
  <organization></organization>
  <phone_number></phone_number>
  <fax_number></fax_number>
  <email_address></email_address>
</sender>

<recipient>
  <name>test recipient</name>
  <organization>test org</organization>
  <fax_number>5816</fax_number>
  <phone_number></phone_number>
</recipient>

<max_tries>3</max_tries>
<priority>3</priority>
<try_interval>300</try_interval>
<receipt>failure</receipt>
<receipt_attachment>failure</receipt_attachment>
<pages>6</pages>

<!-- Modem level information included when include_modem_info=true. -->
<!-- A modem entry is added for each attempt and is only available -->
<!-- after one full attempt has completed. -->
<modem_entry>
  <modem_number>1</modem_number>
  <status>pass</status>
  <remote_id>POTS modem 1</remote_id>
  <size>403498</size>
  <pages>6</pages>
  <resolution>Fine</resolution>
  <baud_rate>33600</baud_rate>
  <width>1728</width>
  <height>Variable</height>
  <data_compression>mh</data_compression>
  <error_correction>on</error_correction>
  <init_time>2009-01-30T05:00:09</init_time>
  <off_hook_time>2009-01-30T05:00:18</off_hook_time>
  <connect_time>2009-01-30T05:00:51</connect_time>
  <elapsed_time>172</elapsed_time>
  <scan_line_time>0</scan_line_time>
</modem_entry>
</fax_entry>

```

User Element

This element represents a user registered on the FaxFinder.

```
<!-- Describes a User -->
<user>

  <!-- Url of this user -->
  <!-- value: string -->
  <user_url>https://192.168.2.1/ffws/v1/users/admin</user_url>

  <!-- Full name of user -->
  <!-- required: yes -->
  <!-- value: string -->
  <name>Administrator</name>

  <!-- Username -->
  <!-- Must be a unique -->
  <!-- Must contain only characters [A-Za-z0-9_] -->
  <!-- required: yes -->
  <!-- value: string -->
  <username>admin</username>

  <!-- Email address of user -->
  <!-- Must be a valid email address -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <email_address>admin@example.com</email_address>

  <!-- Phone number of user -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <phone_number>111-222-3333</phone_number>

  <!-- Fax number of user -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <fax_number>111-222-3334</fax_number>

  <!-- Organization of user -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <organization>Example Org</organization>
</user>
```

Contact Element

This element represents a user contact.

```
<!-- Describes a Contact -->
<contact>
  <!-- URL of this contact -->
  <!-- value: string -->
  <contact_url>https://192.168.2.1/ffws/v1/contacts/admin/1</contact_url>

  <!-- Contact Name -->
  <!-- required: yes -->
  <!-- value: string -->
  <name>contact name</name>

  <!-- Contact Fax number -->
  <!-- required: yes -->
  <!-- value: string -->
  <fax_number>111-222-4444</fax_number>

  <!-- Contact Phone Number -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <phone_number>218-555-3336</phone_number>

  <!-- Contact Organization -->
  <!-- required: no -->
  <!-- default: "" -->
  <!-- value: string -->
  <organization>Contacts Org</organization>
</contact>
```


T.37 Advanced Usage

Introduction

Below you will find examples of T.37 (email to fax) implementation using Multi-Tech Systems FaxFinder x30 family unit (which includes the FF130, FF230, FF430 and FF830 models). The lines that mention RFC (Request For Comment) numbers can be looked up online at the IETF website (www.ietf.org) for further details.

Sample addresses:

```
FAX=+111-222-3333@192.168.2.1
```

```
FAX=111-222-3333@example.test
```

```
FAX=111-222-3333/COVER-PAGE-ENABLED=1@example.test
```

```
FAX=111-222-3333/FAX-PRIORITY=5@example.test
```

```
FAX=1234/INLINE-COMMENTS=false@faxfinder.example.test
```

The minimal specification [See: *RFC 2304*] of a fax in e-mail address is:

```
fax-email = [ "/" ] fax-address [ "/" ] "@" mta-I-fax
fax-address = fax-mbox [ t33s ]
fax-mbox = "FAX=" global-phone
global-phone = "+" 1*( DIGIT / written-sep )
written-sep = ( "-" / "." )
```

```
t33s = "/" t33-sep "=" sub-addr
```

```
t33-sep = "T33S"
```

```
sub-addr = 1*( DIGIT )
```

FaxFinder additions:

```
cover-page-enabled = "/" cover-page-enabled-sep "=" value
cover-page-enabled-sep = "COVER-PAGE-ENABLED"
value = "false" / "true"
```

The fax priority specifies the order of scheduling (0 is highest and 5 is lowest):

```
fax-priority = "/" fax-priority-sep "=" priority
fax-priority-sep = "FAX-PRIORITY"
priority = 0 - 5
```

Inline comments specifies whether the message body is treated as cover page comments or not. By default, the first inline text body part will be used as the cover page comments. This can be changed by setting /INLINE-COMMENTS=false.

```
inline-comments = "/" inline-comments-sep "=" value
inline-comments-sep = "INLINE-COMMENTS"
value = "false" / "true"
```

The recipient-name specifies the personal name of the recipient:

```

attn = "/" recipient-name "=" pers-name
recipient-name = "ATTN"
pers-name = [ givenname "." ]
            [ initials "." ]
            surname
surname = printablestring
givenname = 1*( DIGIT / ALPHA / SP / "'" / "+" / "," / "-" / "/" / ":"
/ "=" / "?" )
initials = 1*ALPHA

org = "/" org-sep "=" org-str
org-sep = "ORG"
org-str = PCHAR
PCHAR = 1*( DIGIT / ALPHA / SP / " ' " / "(" / ")" / "+" / "," / "-" /
"." / "/" / ":" / "=" / "?" )

```

- A printable string is 0x20-0x7E.

Note: All printable ASCII may be allowed by this implementation of T.37, but other forwarding agents and UAs may be incompatible. Evolution gets confused when sending an ORG with spaces, for instance. Also, commas “,” blow up everything.

FaxFinder fax in e-mail address:

```

fax-email = ["/"] fax-address ["/"] "@" mta-I-fax
fax-address = fax-mbox [ t33s ] [ cover-page-enable ] [ fax-priority ]
[ attn ] [ org ]
fax-mbox = "FAX=" ( global-phone / local-phone )
global-phone = "+" 1*( DIGIT / gwritten-sep )
gwritten-sep = ( "-" / "." )
local-phone = 1*( DIGIT / "a" / "c" / "s" / "*" / "#" / "!" / "$" / "^"
/ "&" / lwritten-sep )
lwritten-sep = ( "-" / "." / "(" / ")" / " " )

```

Fax numbers can be assembled as local-phone numbers (without the leading '+'). Local phone is less strict and will accept additional characters.

The set of acceptable characters for local-phone are "acs0123456789*#!\$^&- . () ".

T.37 will substitute certain characters before passing the message along to be scheduled.

“fax-addr” is either local-phone or global-phone stripped of unnecessary characters. If “fax-addr” is a local-phone then t33s is not necessary as “#” is allowed in local-phone.

Character substitutions:

```

"a" => "@"
"c" => ", "
"s" => "; "
"-" => ""
"." => ""
"(" => ""
")" => ""
" " => ""

```

Supported document types/attachments:

- text/plain
- application/pdf
- application/postscript
- application/eps
- application/x-eps
- image/eps
- image/x-eps
- image/tiff
- image/tiff-fx

Relaying

If you want to send through an MTA such as *mail.multitech.com* then *mail.multitech.com* would need to be configured to forward mail to the FaxFinder for some domain that the FaxFinder will accept mail for.

For most mail servers, if the domain of the email can be successfully resolved, the mail server will forward mail to that destination without any extra configuration.

Sender Information

The *t37offramp* uses the Return-Path address of the sender as the Sender Name and Sender Email Address. The Sender Name may also be used by the modem as the *faxlocalid* which will be truncated to 20 characters.

Appendix C – Creating Cover Pages

Cover pages for the FaxFinder x30 family of products are PDF forms. The FaxFinder will fill out the form fields that it knows about, with information specific to the fax, and insert the PDF as the first page of the fax. In order to do this, the field names in the form must match exactly with the field names that FaxFinder will try to fill in. FaxFinder x30 models only know how to fill in text fields and ignores most formatting. For best results make your form as simple as possible. You will probably have to send a couple of test faxes to get the formatting the way you want. Check out the examples which are pre-installed on the FaxFinder for a starting point.

Tips:

- Make sure your text fields are large enough to fit the information that you wish to be displayed. If the text doesn't fit in the field it will be truncated.
- Choose a standard font of reasonable size.

Software Known to Work

Scribus version 1.3.3.8 or greater

- See the walkthrough below

Adobe Acrobat Pro

- See Adobe's documentation

Text Field Names and Descriptions

Below are the names recognized by the FaxFinder x30 family of products. Please ensure that your document matches the titles exactly. The format below is *Exact Name* (Description) – please do not include any of the description in the field name.

- *date* (Date and time now)
- *rcpt_name* (Name of recipient)
- *rcpt_fax* (Fax number of recipient)
- *rcpt_phone* (Phone number of recipient)
- *rcpt_org* (Organization of recipient)
- *sender_name* (Sender name)
- *sender_org* (Organization of sender)
- *sender_fax* (Fax number of sender)
- *sender_phone* (Phone number of sender)
- *sender_email* (Email address of sender)
- *pages* (Number of pages without cover page)
- *pages_with_cover* (Number of pages with cover page)
- *pages_without_cover* (Number of pages without cover page)
- *subject* (Subject of fax)
- *comments* (Extra comments)
- *optout_fax* (Opt-out notice fax number)
- *optout_phone* (Opt-out notice phone number)
- *optout_costfree* (Opt-out notice email or toll free number or Website)

Creating a Custom Cover Page with Scribus

This brief tutorial will walk you through the use of the open source Scribus software to create your own PDF file to use as a custom cover page. We will keep it simple, yet show you the primary skills needed to customize your own cover page. Below you will find an overview that also repeats the list of field names which must be used exactly as shown or the PDF file will contain errors which will not allow the FaxFinder to add them for use.

Overview

- Download the Scribus software (www.scribus.net) and install it
 - From the download page, please select a current *stable* version, not a test or beta version (this guide was created using version 1.3.3.13)
 - There are generally several versions available, select the one that matches your operating system (32 or 64 bit Windows, Linux, etc.)
- Determine which fields you want on your cover page.
- Field Names:
 - **date**
 - **rcpt_name**
 - **rcpt_fax**
 - **rcpt_phone**
 - **rcpt_org**
 - **sender_name**
 - **sender_org**
 - **sender_fax**
 - **sender_phone**
 - **sender_email**
 - **pages**
 - **pages_with_cover**
 - **pages_without_cover**
 - **subject**
 - **comments**
 - **optout_fax**
 - **optout_phone**
 - **optout_costfree**
- Draw a general layout
 - This can be as primitive as something hand-drawn on a sheet of paper
- Create the file with Scribus
- Save as a PDF file
- Log in to the FaxFinder as an administrator
 - Go to the Fax Configuration section
 - Go to the Cover Pages sub-section
 - Click on the Add link in the cover page section
 - Browse to the newly created PDF cover page and click 'open'
 - Click the Add button found after the Browse button

Plan a General Layout

It helps to have a general layout planned before using the software to create your cover page. Even a simple, hand drawn plan will make the process easier and faster. The example that will be used for this cover page is below.

To: Fax: Topico: Notes:	Put Logo here address here Date:
From: Phone#:	Fax#:
To be removed...	

Launch the Scribus Software

1. When you first launch the Scribus software, you may get a warning message that programs are missing – these are not needed for what we are creating and you can simply click OK to continue.
2. The default settings in the initial setup screen should be fine. We are going to create a one page, A4 style PDF document.
3. In the New Document Window ensure that:
 - a. the Document Layout pane is set for single page
 - b. the Page Size pane is set to A4 for size and the Orientation is set to portrait
 - c. the Margin Guides can be left at the default of 40.0 pt (or 0.5556 inches)
 - d. the Options pane has the Number of Pages set at 1
 - e. if you prefer, change units to inches (or any unit you are comfortable with)
4. Click **OK**
5. Click **View | Show Grid** as this will help a lot when aligning all the text

Important:

There are two important distinctions that need to be known before you create an acceptable cover page. There are two different types of text types that can be added: a **Text Frame** and a **Text Field**.

Text Frame

A Text Frame is used for static text that will not change or be modified by the user. Examples of these are the “To:”, “Fax:”, “Date:”, and “From:” text that is present in the general layout above. A Text Frame is text that describes what will be entered in the field following it, or also text that is common to all cover pages, such as the company name, company address and possibly an opt-out statement.

Text Field

A Text Field is a defined area where the user will put specific data pertaining to the fax. These Text Fields *must have their name set to match the field names recognized by the FaxFinder* or there will be an error.

Text Types in the Example

The texts shown in green are **Text Frames**.

The texts shown in red are the field names for the **Text Fields**. The field names are part of the properties of the text fields and do not show up in the PDF.

The logo (black) will be an Image Frame.

The diagram illustrates a cover page layout with various text frames and text fields. Text frames are shown in green, and text fields are shown in red. The layout is as follows:

- Top right: "Put logo here" (Text Frame) and "address here" (Text Frame).
- Top left: "To:" (Text Frame) followed by "rcpt_name" (Text Field).
- Top middle: "Fax:" (Text Frame) followed by "rcpt_fax" (Text Field).
- Top right: "Date:" (Text Frame) followed by "date" (Text Field).
- Middle left: "Topic:" (Text Frame) followed by "subject" (Text Field).
- Middle left: "Notes:" (Text Frame) followed by a large red-bordered box labeled "comments" (Text Field).
- Bottom left: "From:" (Text Frame) followed by "sender_name" (Text Field).
- Bottom middle: "Phone#:" (Text Frame) followed by "sender_phone" (Text Field).
- Bottom right: "Fax#:" (Text Frame) followed by "sender_fax" (Text Field).
- Bottom center: "To be removed..." (Text Frame).

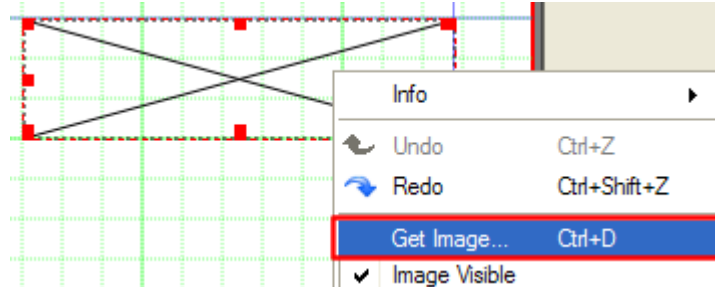
Creating the Cover Page

It is easiest to start with the top-most item and work your way down. If, as you get close to the bottom, you find yourself running out of room, it is easy to go back and reduce font sizes or move items up to make more space.

Following the example, the first item to be placed will be a company logo graphic. The Scribus software does not have the tools for changing the size of the graphic to be inserted, so you need to have an appropriately sized graphic already available. This step could be replaced with simple text of the company name if a graphic is not available.

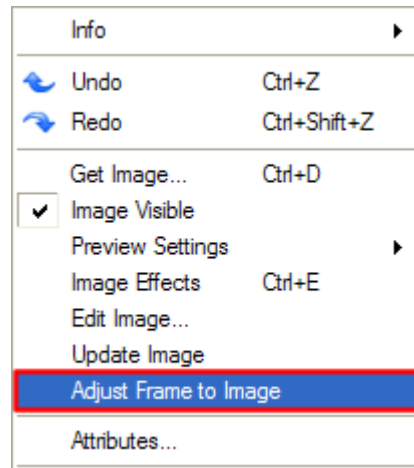
Inserting an Image

From the Scribus software, select **Insert | Image Frame**. In the upper right-hand corner, left-click and hold the left mouse button down at a starting point. Now, drag the mouse to create a box that is the estimated size of your graphic and release the mouse button. You do not have to worry about being exact as we can easily alter the size of the image frame when we are done. Now right-click inside the created area and select **Get Image**.



Browse to the folder containing your company logo graphic, select it and click **Open**.

Now it is likely that the image does not fit into the area we created (in fact, you may not see your graphic in the frame at all). Right-click in the image frame once again, and this time select **Adjust Frame to Image**.



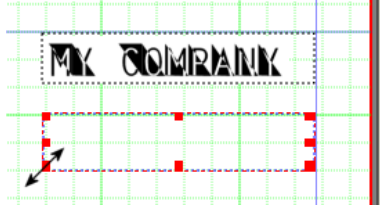
Now you have the image with the frame tight around it. If necessary, you may now move the frame to its final location.

Inserting Static Text (Text Frame)

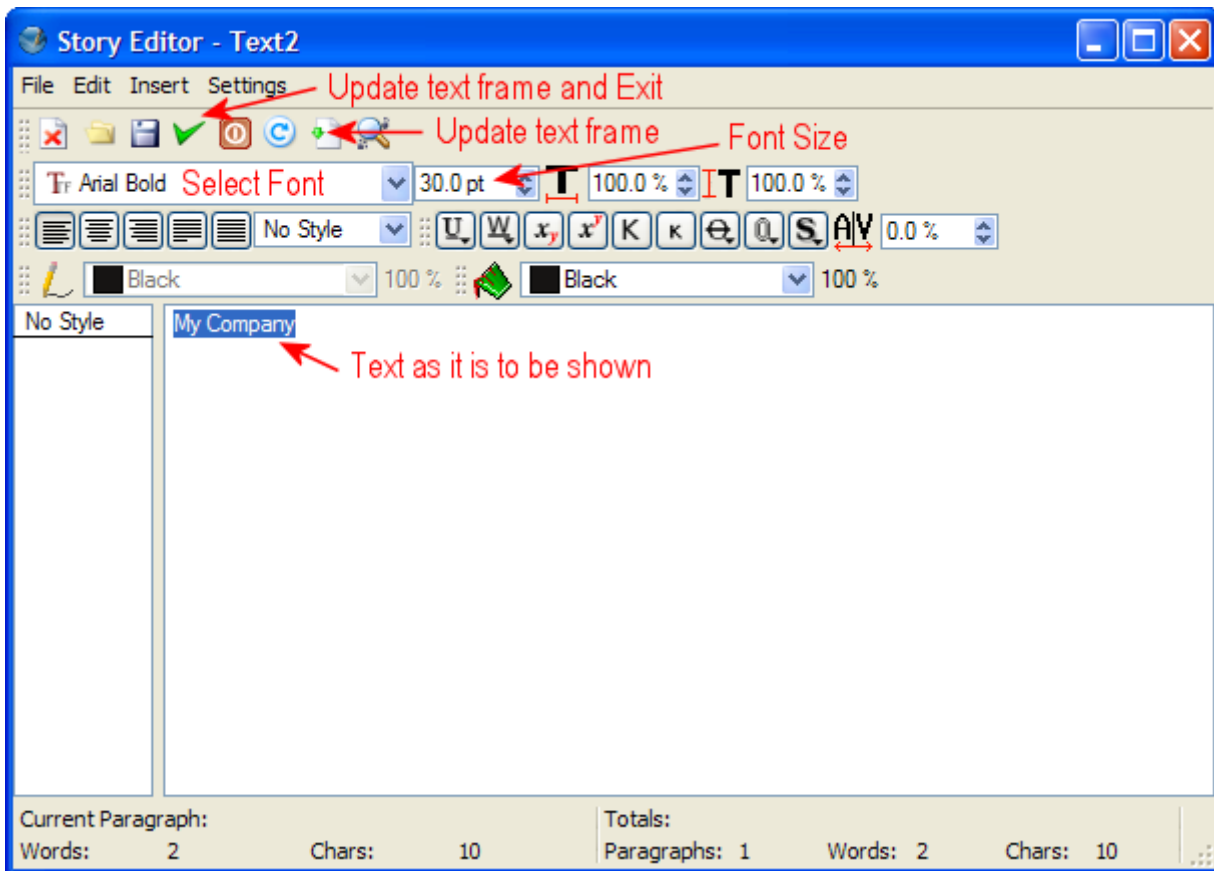
Now we want to enter the text that will be the same on ever fax – this uses **Text Frames**. Again starting with the top-most static text, we will insert a text frame. You can use the Insert Text Frame icon (shown below) from the toolbar or use **Insert | Text Frame** from the menu list.



Referring back to our rough layout, we now need to again left-click and hold the mouse at a starting point for our first static text. In the example, this is the company address right below the company logo. The area you drag need only be a rough estimate of the space needed, as we can adjust the area after the text has been added just as was done with the graphic. Hovering your mouse pointer over any of the red squares on the text area will turn the cursor into an arrow that shows in what directions you can expand or contract the area when you hold and drag your mouse.



Once you release the mouse button, you can right-click in the newly created text frame and select Edit Text. This will open the Story Editor window. The items that are needed have been labeled in the graphic below.



The **Update Text Frame and Exit** button will save your changes and exit the editor. Use this when you have finished editing the text.

The **Update Text Frame** button is very useful in that it will display your changes on the main file. You may have to move the editor window to see the text behind it. If you are not sure how a font or size will look, try the change and click this button to see the live preview.

The **Font** drop-down box has a small selection of fonts for use with your cover page. Choose what looks best for you.

The **Font Size** box allows you to change the size of the font. The defaults are probably too small for a fax cover page, so experiment with increasing this value and clicking on the Update Text Frame button to see how it will look.

In the large editing area, type in the text that you want displayed on the cover page.

It is not necessary to use the Save button, the Update Text Frame and Exit button will be good enough unless you plan to finish the cover page at a later time.

After entering the company address for our example, the Update Text Frame and Exit button is clicked.

Repeat this process for each static text entry.

To distinguish between the recipient and sender information, a line was added just above (one cell) the Fax#: text frame using the Insert Line tool. The process is the same: left-click and hold the mouse at the starting point and drag the line to its endpoint.

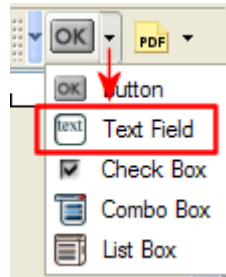
When you have finished entering the remaining static text, your cover page should look similar to this:

The image shows a fax cover page template on a green grid background. The page is divided into sections for recipient and sender information. At the top right, there is a logo for "MK COMPANY" and an address: "1234 Main Street, Mounds View, MN 55112". Below this, there are fields for "To:", "Date:", "Fax:", "Topic:", and "Notes:". A horizontal line separates the recipient section from the sender section. Below the line, there are fields for "From:", "Fax #:", and "Phone #:". At the bottom center, there is a footer text: "To be removed from further fax communication, please call 763-555-0009".

Inserting Text Fields

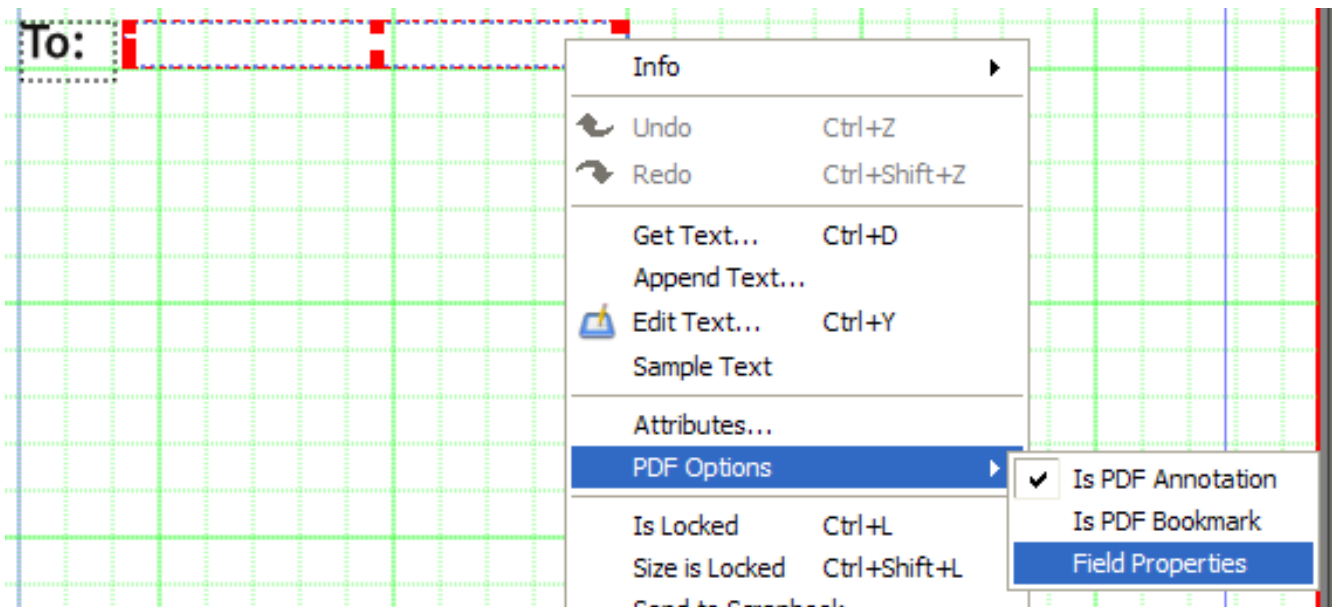
Now that the static text frames are in place, we need to create a text field for each one that will require user input. The names of these fields must match the Field Names list exactly, or the cover page will not work.

Again, starting with the top-most field, we need to **Insert | Text Field**. This can also be selected from the drop-down arrow on the *OK* button in the icon row.



The process for defining the text area is the same as that of the Text Frame as described above. Once you have dragged an area for input after one of the static text items, we need to add PDF properties to it.

Right-click on the new Text Field and select **PDF Options | Field Properties**; this will open the Field Properties window.

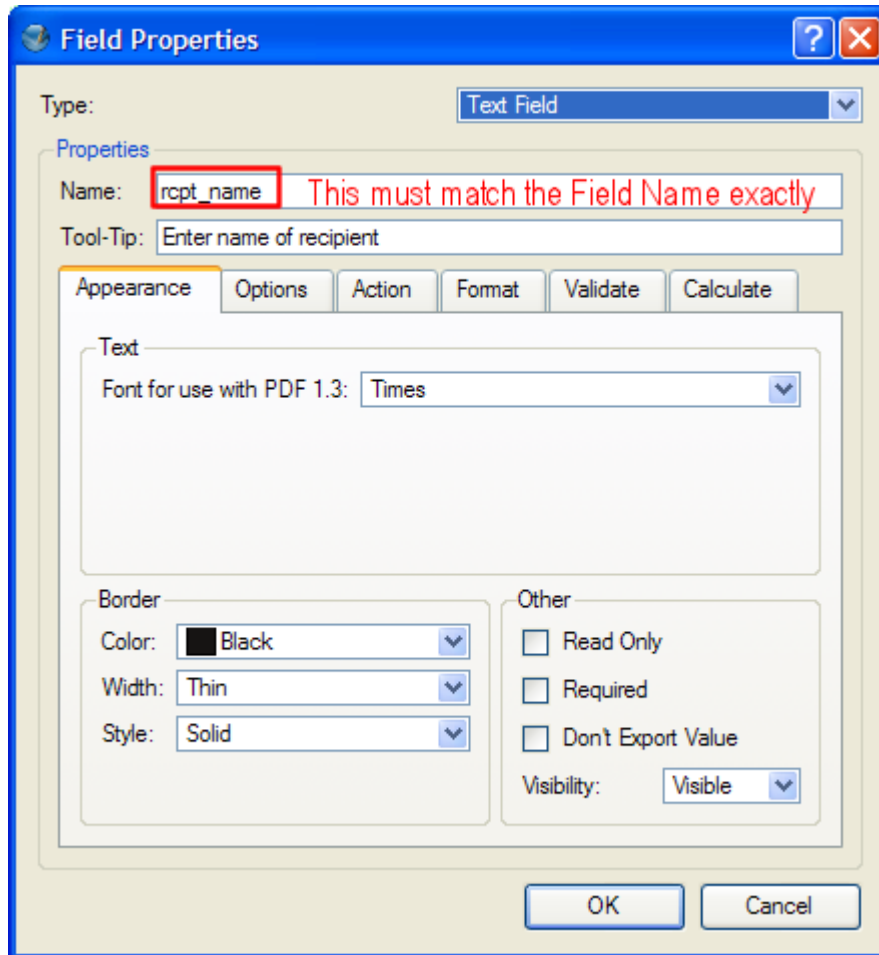


Field Properties Window

The Field Properties window is where we need to enter the field names correctly so that the FaxFinder unit is able to interpret them correctly and fill in the proper information.

In the first tab (Appearance), we need to enter two items.

1. The Name which needs to be from the Field Name list. In this case, the name entered is *rcpt_name* so that the **To:** field is populated with the recipient's name.
2. Though not a necessity, the Tool-Tip is a good place to have the description of what is expected to be in this field.

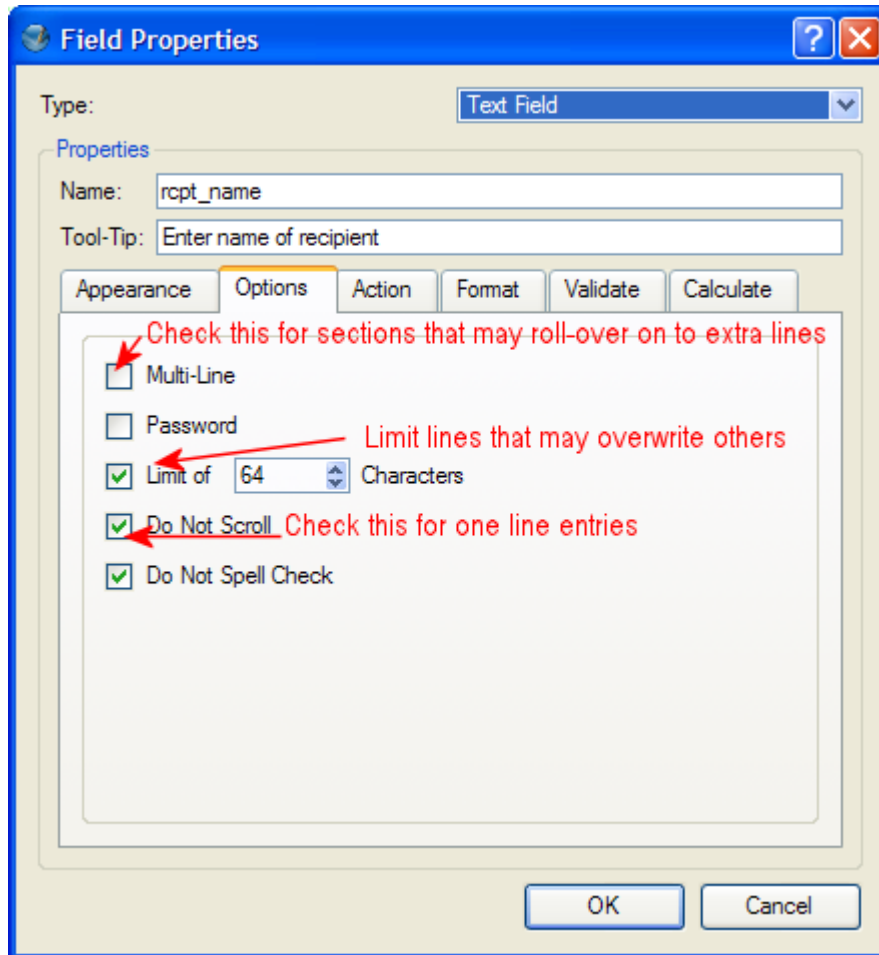


Next, we need to click on the Options tab (the next tab after Appearance).

Depending on what the information is, certain options may need to be checked or unchecked.

In the case of a one line entry (like a phone number), the **Limit of...** box should be checked and a number of characters entered (15 is generally enough). Also, the **Do Not Scroll** box can be checked to avoid rolling on to a second line and disrupting the look of the cover page.

For the Notes: section, we are allowing multiple lines of text, so in this case we should not need to limit the characters (but you certainly could make a case for it). We do need to check the **Multi-Line** box and make sure the **Do Not Scroll** box is *unchecked*.



The remaining tabs can be left at their default values.

Click **OK** to save the changes.

Repeat this process for each remaining text field entry.

Once completed, your cover page should look similar to the example below.

MK COMPANY
1234 Main Street
Mounds View, MN 55112

To: _____ **Date:** _____

Fax: _____

Topic: _____

Notes: _____

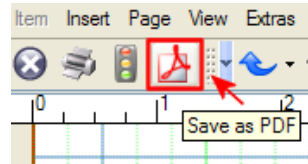
From: _____ **Fax #:** _____

Phone #: _____

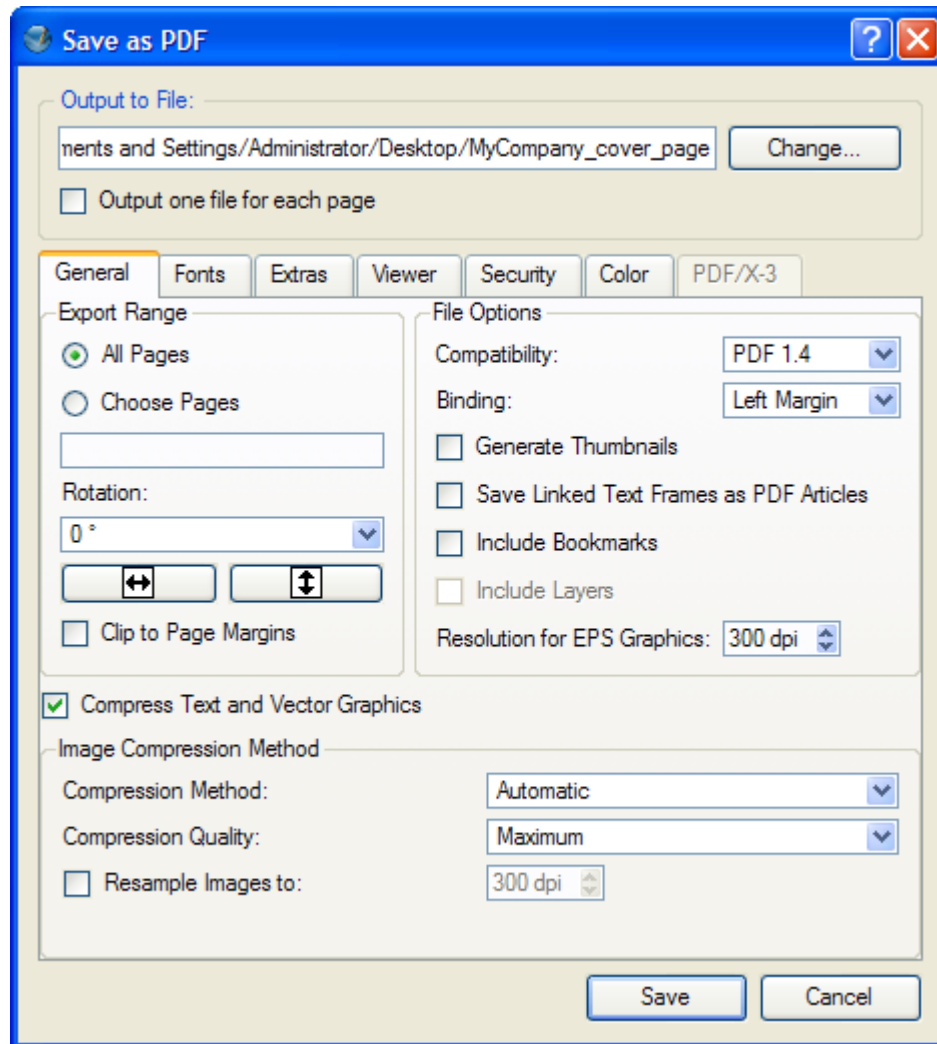
To be removed from futher fax communication, please call 763-555-0009

At this point, you can “fine tune” your cover page by moving the fields around as needed. You may find that you ran out of room as you got towards the bottom, so now you can left-click and hold the mouse in the center of any box and freely move that box around. This is also a good time to align the boxes to the green grid line so that they appear even.

When you are satisfied with the look of your cover page, click on the Save as PDF icon:



This will bring up the Save as PDF window.



You may leave the settings at default and click the **Save** button. Please note where the final file is being saved to as shown in the Output to File: area at the top. This is where you will need to brose to from the FaxFinder Cover Pages section when you go to add this as a cover page for use.

The final version of the example looks like this (with the fields highlighted in yellow):

MK COMPANY
1234 Main Street
Mounds View, MN 55112

To: [Yellow Box] **Date:** [Yellow Box]

Fax: [Yellow Box]

Topic: [Yellow Box]

Notes: [Large Yellow Box]

From: [Yellow Box] **Fax #:** [Yellow Box]

Phone #: [Yellow Box]

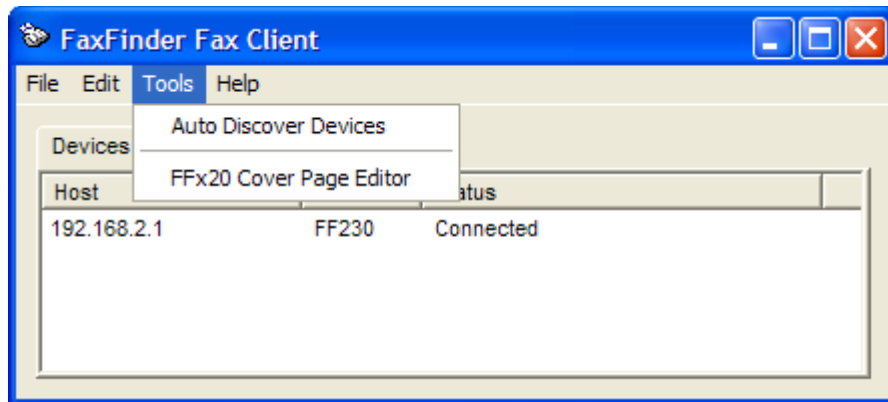
To be removed from further fax communication, please call 763-555-0009

Using the Legacy (x20 Series) Cover Page Generator

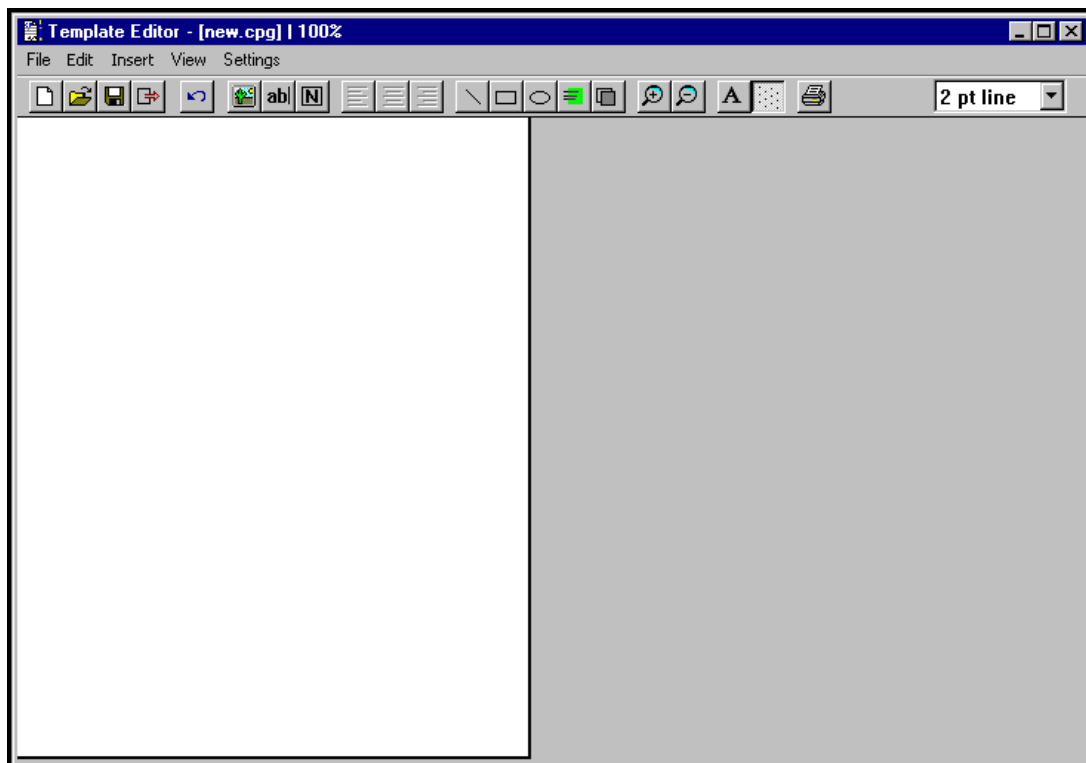
The Multi-Tech Cover Page Generator program was developed in conjunction with the FaxFinder x20 family of products. It is described here for those who are using FaxFinder x20 units. The FaxFinder x30 models use the PDF format for cover pages so the .cpg files created by this software are not compatible. The Cover Page software allows you either to produce custom cover pages or to use existing style templates for your **FaxFinder x20 models only**. In this section, we will describe both processes, making a new template and customizing an existing stock cover page style template.

Creating New Cover Page Templates

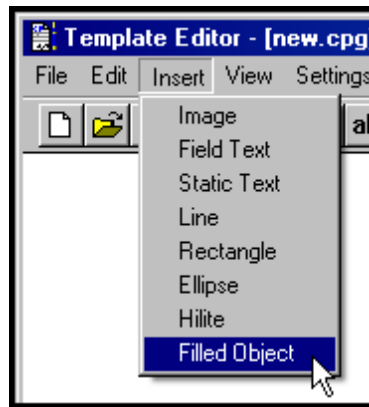
1. Open the Cover Page Generator program. Go to **Start | Programs | FaxFinder Client Software | Cover Page Generator**. You can also open the Cover Page Generator program from the FaxFinder Fax Client Software program by opening the **Tools** menu and selecting “FFx20 Cover Page Editor.”



2. The main **Template Editor** screen will appear. Open it to full-screen size.





3. Several types of objects can be added to a cover page file. These are listed in the **Insert** dropdown menu.



The commands to create these objects can be invoked either here or from buttons on the toolbar. We will invoke various commands from these toolbar buttons throughout this procedure.



4. Decide on the categories for which you want automated fields on the fax cover page. Generally speaking, you will want to include information about the Sender and the Recipient. For each type of information, you will want a label in "Static Text" and an "Edit Box" ("Field Text") into which the automated information will go. Information about the sender will be automatically transferred from the FaxFinder Client Software Options screen onto the cover page; information about the recipient will come to the cover page from the FaxFinder Address Book's Contact screen or from the FaxFinder Send Fax screen (if the Add Recipient button is used to specify the fax recipient); and occasional information will come from the FaxFinder Send Fax screen (for the subject of fax and the comment) and from the client PC (for the date of the fax).

To insert an automated field, you must double-click on the "Edit Box" button and then drag open a box at the desired place on the screen. Typically, one would place the label of the category using the Static Text icon first and then locate the Edit Box beside it. (The "Edit Box" button invokes the same function as the "Field Text" command in the **Insert** menu.)


Static Text Icon	Edit Box or Field Text Icon
	

The FaxFinder supports the automated field types listed in the table below.


Object Type in Template Editor	Source of Info Placed in Field	Description
<i>User Name</i>	FF Client Add Device Address screen	User Name within FaxFinder system
<i>From Name</i>	FF Client Options screen	Sender's Name
<i>From Company Name</i>	FF Client Options screen	Sender's Company Name
<i>From Phone</i>	FF Client Options screen	Sender's Voice Phone Number
<i>From Fax Number</i>	FF Client Options screen	Sender's Fax Number
<i>Destination Name</i>	FF Client Contact screen or Send Fax screen	Recipient's Name
<i>Destination Company Name</i>	FF Client Contact screen	Recipient's Company (Organization) Name
<i>Destination Phone Number</i>	FF Client Contact screen	Recipient's Voice Phone Number
<i>Destination Fax Number</i>	FF Client Contact screen or Send Fax screen	Recipient's Fax Number
<i>Date</i>	client's PC	Date of Fax Transmission
<i>Subject</i>	FF Client Send Fax screen	Subject of Fax Message
<i>Comment</i>	FF Client Send Fax screen	Comment about Fax Message
<i>Title</i>	<i>not used</i>	<i>not used</i>
<i>Department</i>	<i>not used</i>	<i>not used</i>
<i>Address 1</i>	FF Client Contact screen	Recipient's Street Address
<i>Address 2</i>	<i>not used</i>	<i>not used</i>
<i>City</i>	FF Client Contact screen	Recipient's City
<i>State</i>	FF Client Contact screen	Recipient's State/Province/County, etc.
<i>ZIP Code</i>	FF Client Contact screen	Recipient's ZIP code or postal code

5. Select the "Static Text" cursor  and drag to open the desired field. To have freedom to move the cursor in a continuous fashion leave the Grid button , in the unselected position (its darker shade represents its unselected state). You can also turn the Grid on and off in the **Settings** pull-down menu.


6. Enter the field label in the Static Text box. Be sure to allow enough room for the size of font you have chosen. If the box is too small for the font size, the text will be cut off.

To select font, the font style, and font size, use the  cursor.

You can also access font settings from the **Settings** dropdown menu.

To align the text to the left edge, right edge, or center of the box, use the  cursor.

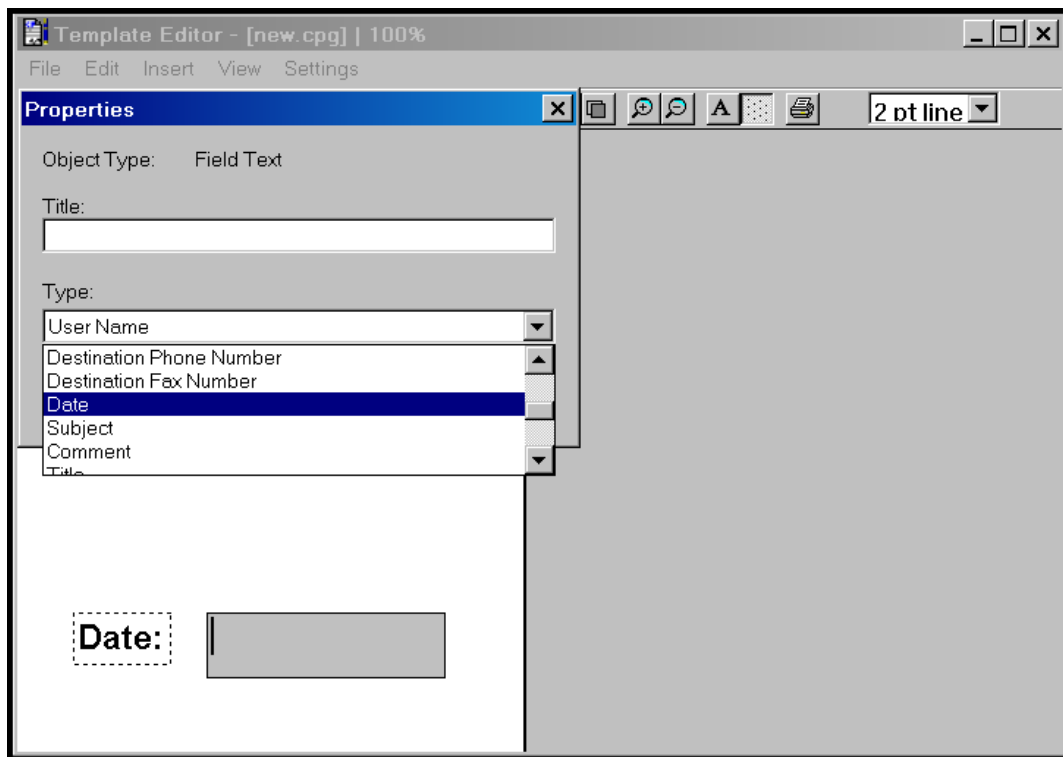
For example, you might create a static text item of the word “Date.” To move the box, click on it and move it when the 4-direction cursor appears. To expand or contract the box, click on it and drag an edge or a handle until the desired size/shape is achieved.

7. Select the “Edit Box” (or “Field Text”) cursor  and drag to open the desired field.


Double-click on the box you have opened. The **Properties** screen will appear. Scroll down the list and highlight the field type (listed in the “Type” drop-down list) that you want on the cover page. There is no need to use the “Title” field. Click **OK**.

You will not type anything in the Edit Box that appears on the screen. However, be sure to make the Edit Box large enough for the font size you have chosen. If the box is too small for the font size, the text will be cut off.

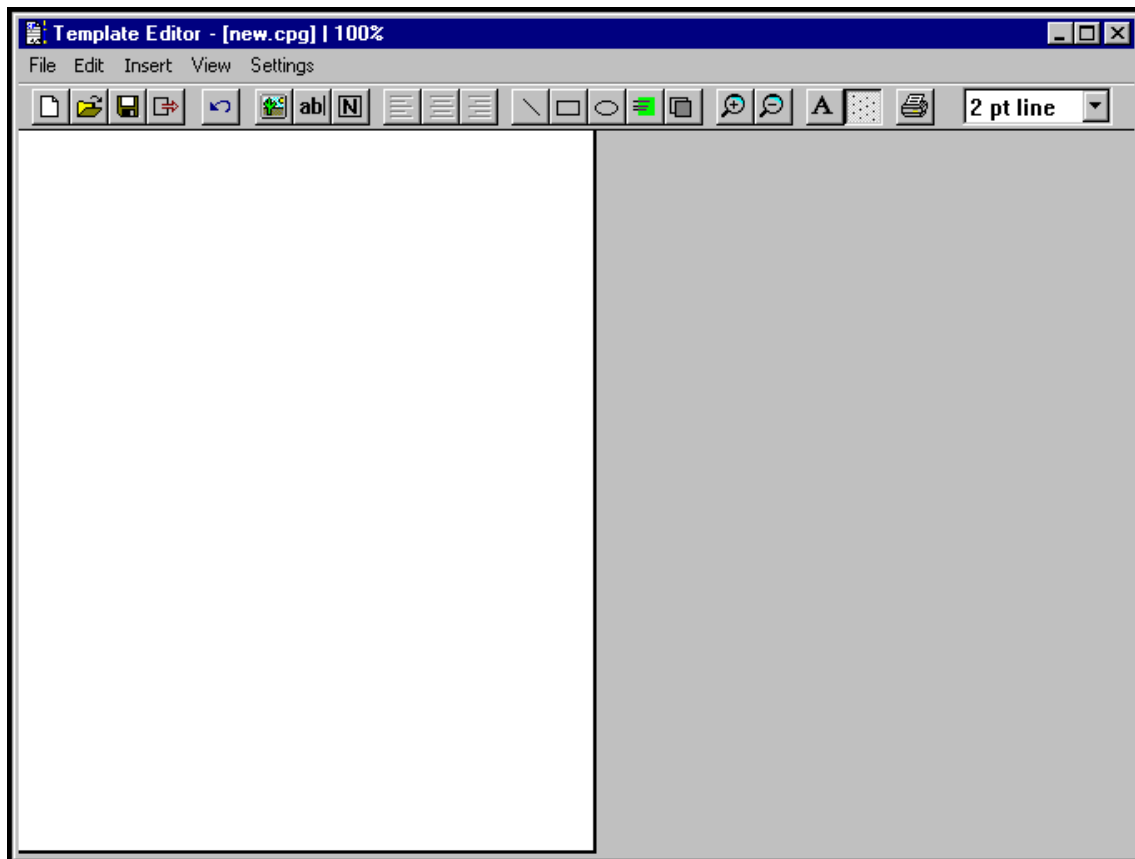
To follow our example, you would select “Date” to insert a date field next to the “Date” label you have previously placed on the page.




You might want the automated field value to be placed on a line or in a rectangle. If so, you could use the line cursor to put a line beneath the edit box or use the rectangle cursor to place a rectangle around the edit box. You can place lines, rectangles, and ellipses on the page for any purpose. Rectangles and ellipses can have a solid fill or a shading (called “highlight”). These graphic functions are described in the table below.

Shape Cursors:									
									
<table border="1" style="width: 100%; text-align: center;"> <tr> <td>A</td> <td>B</td> <td>C</td> <td>D</td> <td>E</td> </tr> </table>					A	B	C	D	E
A	B	C	D	E					
A. Line	B. Rectangle	C. Ellipse	D. Highlight shape	E. Fill shape					
Use to draw	Use to draw rectangles.	Use to draw ellipses.	<i>Not supported.</i>	When selected, any rectangle or ellipse made will have a black fill.					

To set the line width for lines, rectangles, and ellipses, use the drop-down box at the far-right of the **Template Editor’s** tool bar. (You need to have the screen open widely enough to see its entirety.)



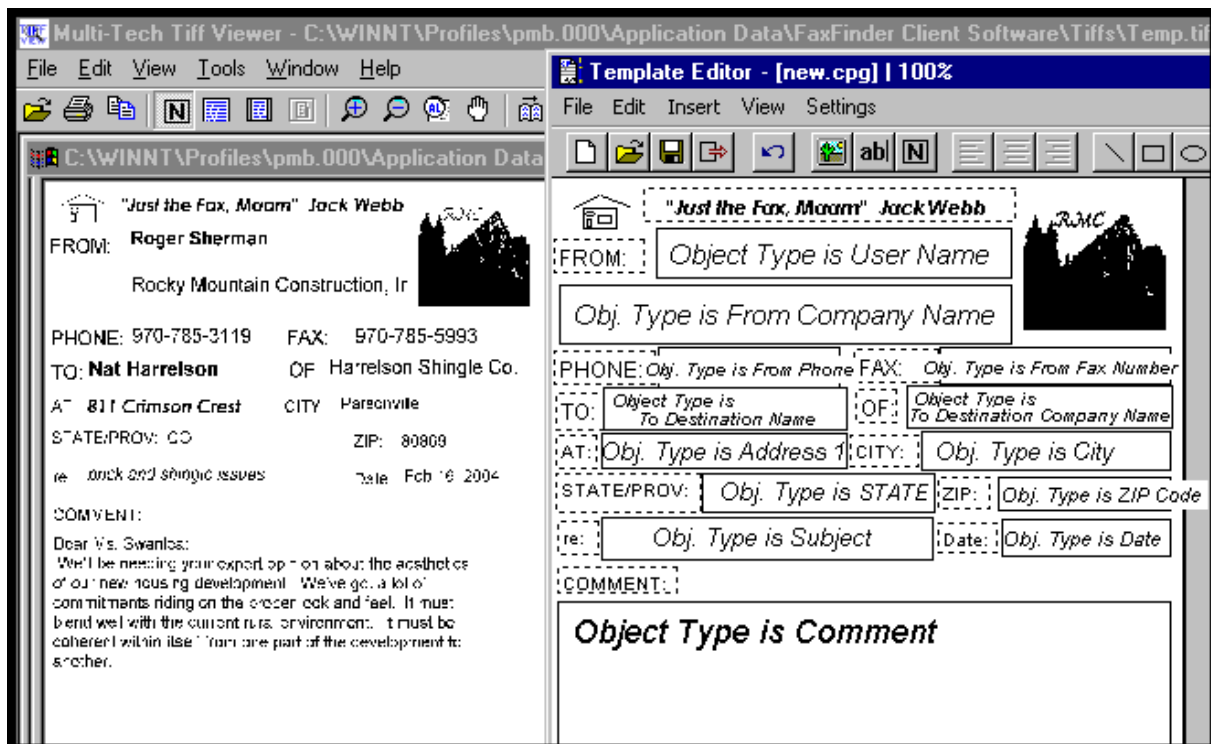
8. To add a graphic file to the cover page template, click on the Image icon. 

Then browse to the directory that contains the desired graphic file. Files of type **bmp** and **tif** can be inserted into cover pages.

Insert graphics files into your cover page template as needed.

9. Save the file to the **Cover Pages** directory in your operating system. The .cpg file must be saved in this location in order for it to be accessible to the FaxFinder client software. When saved to this location, the file name of the customized cover page template you have created will appear in the "Cover Page Style" drop-down list on the **FaxFinder Send Fax** screen.
10. We advise previewing and printing your custom cover page template using the Multi-Tech Tiff Viewer program rather than the Template Editor program.

The illustration below shows how the fields specified in the Template Editor program will be filled out when the template is used at the FaxFinder Client **Send Fax** screen. The Object Types (from the Properties screen that appears when you double-click on an Edit Box) for common field types are specified.



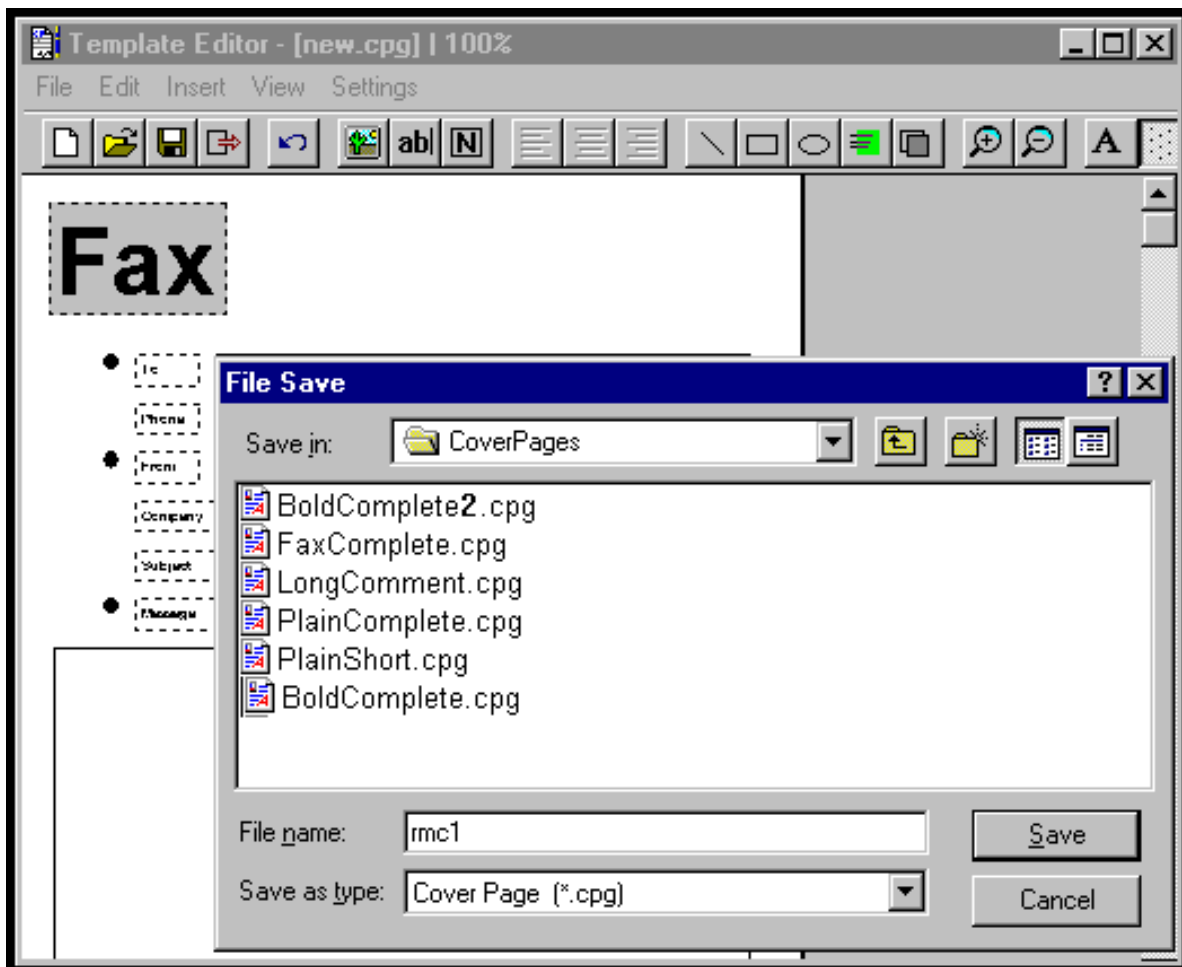
Editing an Existing Cover Page

1. Open the Cover Page Generator program. Go to **Start | Programs | FaxFinder Client Software | Cover Page Generator**. You can also open the Cover Page Generator program from the FaxFinder Fax Client Software program
2. In the **File** menu, select “Open.” Browse to the directory into which the FaxFinder client software has been installed. Typically, this will be C:\Program Files \ Multi-Tech Systems \ FaxFinder Client Software \ Cover Pages. Select a cover page template from the list.

For our example, we will use the cover page template file FaxComplete.cpg.

3. In the **File** menu, select “Save As” and rename the file, saving it in the ‘Application Data’ directory for the FaxFinder client software (this is a default directory). The default directory will vary for different Windows operating systems. (For Windows 2000, this will be C:\Winnt \ Profiles \ <username> \ Application Data \ FaxFinder Client Software \ Cover Pages. For Windows XP, this will be C:\Documents and Settings\<username>\Application Data\Fax Finder Client\Cover Pages.) In all cases, however, the new cover page template must be saved in the default location in order for the **FaxFinder Send Fax** screen to detect it and make it available for use.

For our example, we will rename the file rmc1.cpg, for the purposes of our fictitious company, Rocky Mountain Construction, Inc.

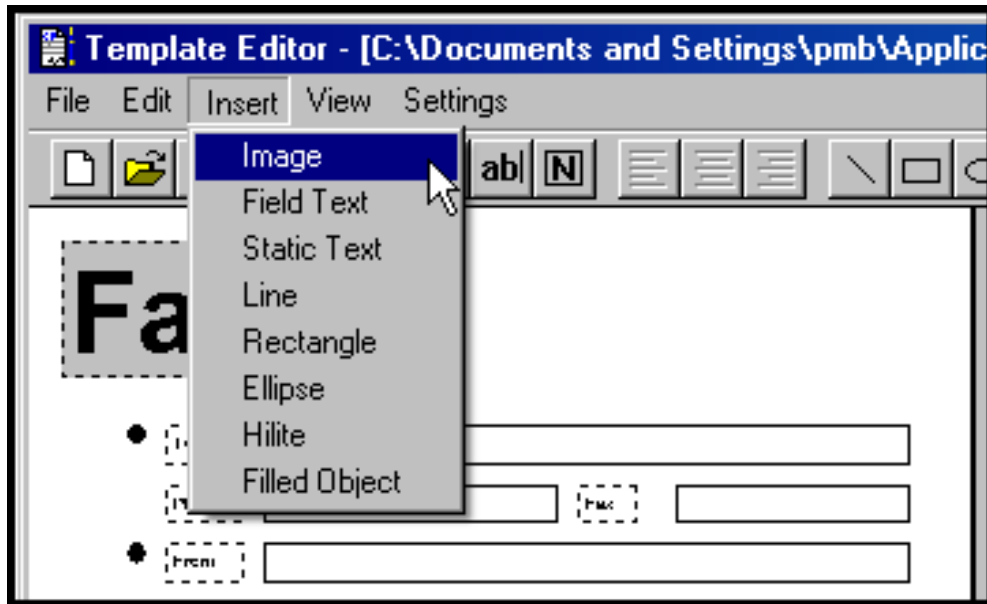


4. You can use the **Tab** key to skip from field to field in the template. Note, however, that any values added to template fields will be overwritten by values specified in the Contact list.

5. Add company logo at top of cover page.

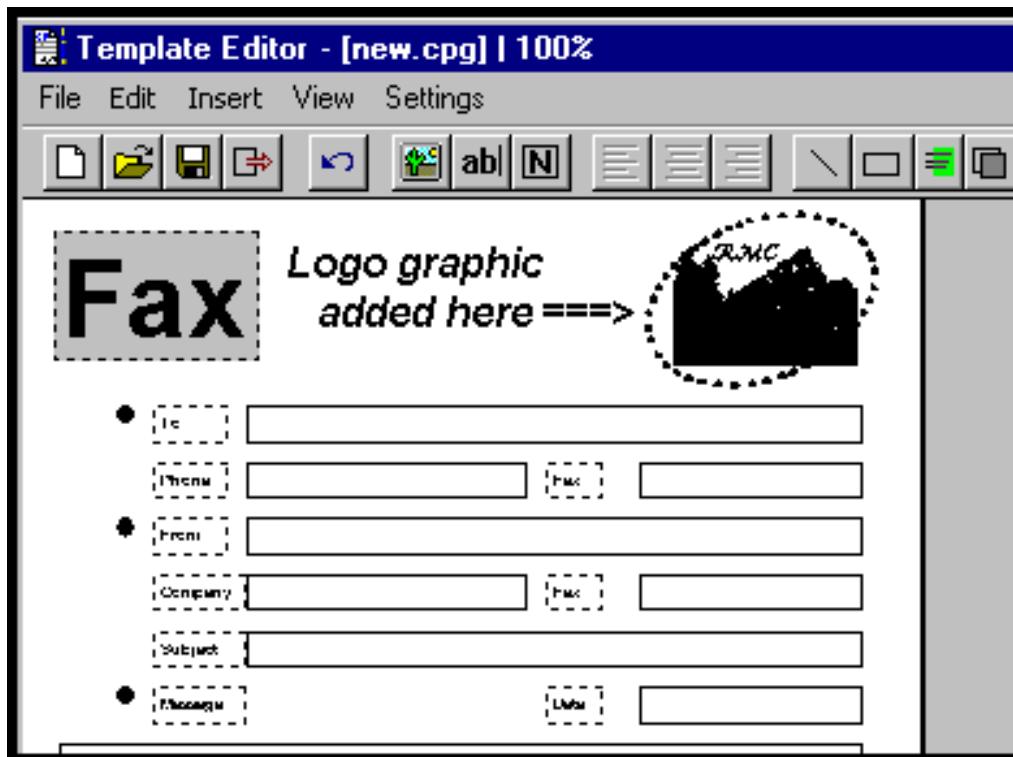
For our example, we will add the graphic file “ff-rocky-mtn-logo1.bmp” to the cover page.

In the **Insert** menu of the Template Editor, select “Image.”




Browse to the location of the graphics file to be used. Click **Open**.

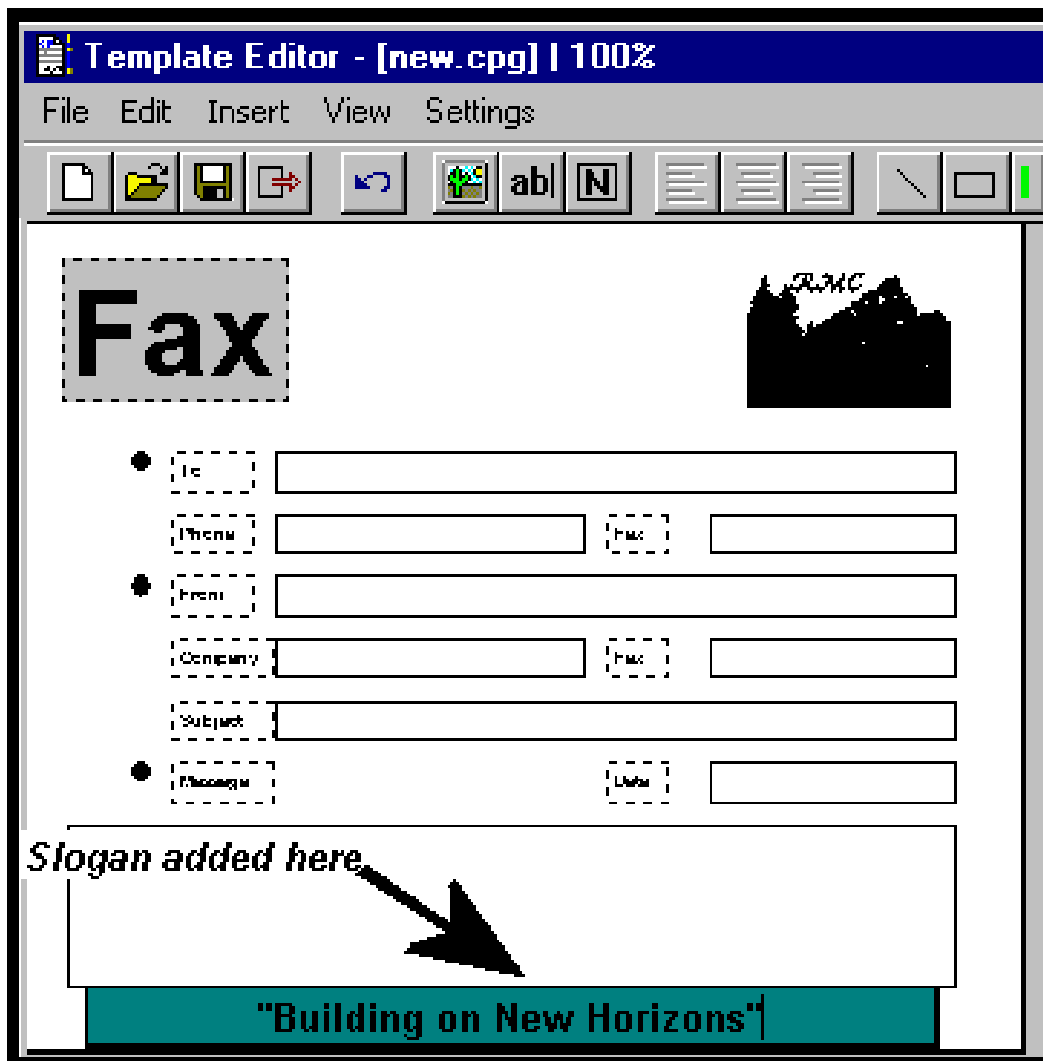
Move the **+** cursor to the desired location of the graphic. Then click and drag to size the graphic. Click and drag on the cursor dots on the periphery of the image to resize it and set its vertical/horizontal aspect ratio.



6. Add company slogan to bottom of template.

For the purposes of our fictitious company, Rocky Mountain Construction, Inc., we will use the slogan “Building on New Horizons.”

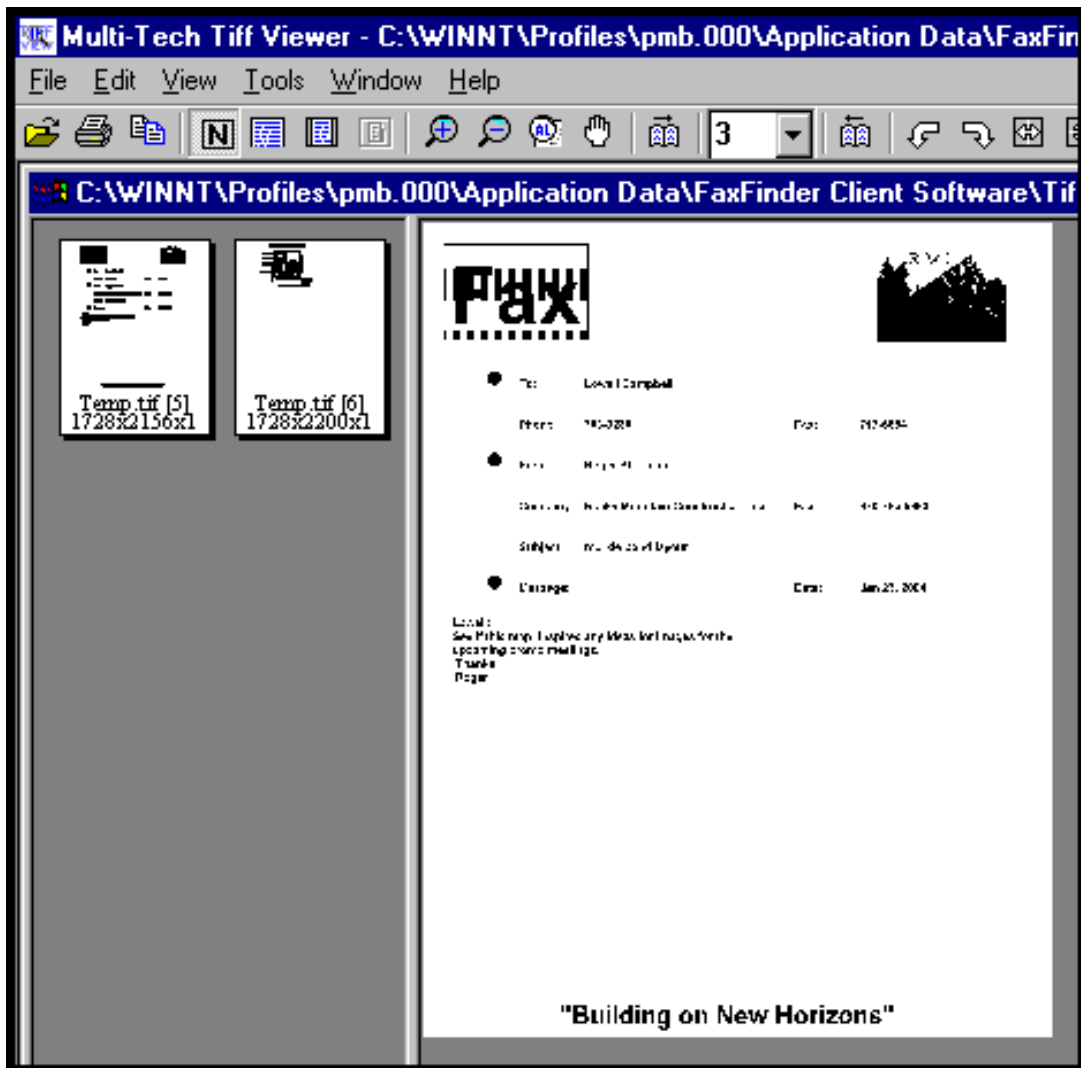
Select the “Static Text” cursor labeled  and drag to open a text box at the bottom of the template page. Enter the slogan.



7. In the **File** menu, select “Save As” and overwrite the file using the same filename used in step 3, saving it in the ‘Application Data’ directory for the FaxFinder client software. (For Windows 2000, this will be C:\Winnt \ Profiles \ <username> \ Application Data\ FaxFinder Client Software \ Cover Pages. For Windows XP, this will be C:\Documents and Settings\<username>\Application Data\Fax Finder Client\Cover Pages.)






For our example, we will overwrite the file using the file name **rmc1.cpg**, which befits the purposes of our fictitious company, Rocky Mountain Construction, Inc.

8. To use your customized template when sending a fax, you must click “Use Cover Page” in the **FaxFinder Schedule Fax** screen. Then scroll through the “Cover Page Style” list to find the file name of the custom template you have created.
9. When the fax is sent, the ‘automated’ fields on the cover page template will be filled in with information from the Contact list (if the recipient is listed there). Click on “View” in the **FaxFinder Schedule Fax** screen to examine the cover page.



Cover Page Generator Menu & Icon Descriptions









File Menu

FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)			
Command Name	Icon	Shortcut	Description
New		Ctrl + N	Creates new cover page template file.
Open		Ctrl + O	Opens an existing cover page template file for viewing or editing.
Save		Ctrl + S	Saves cover page cpg file at current path.
Save As	--	--	Saves cover page cpg file at new path that user specifies.
Print		Ctrl + P	Prints the current cover page template.
Exit		--	Closes current cover page template file and closes program. User is prompted to save.



Edit Menu

Undo: Undo (keyboard shortcut **Ctrl-Z**) reverses the effect of the last command.



Insert Menu

FaxFinder Cover Page Generator Software Menu Command Definitions (cont'd)		
Command Name	Icon	Description
Image		Use to insert a bmp or tif image into the cover page template.
Field Text or Edit Box		Use to insert an automated field into the cover page template. The values inserted into automated fields come from FaxFinder Address Book, FaxFinder Send Fax screen, from client user's PC, and from the remote fax sender. When you create a new Edit Box, you must select it and double-click it to make the Item ID screen appear. It is in the Item ID screen that you specify which type of information will be placed in this position on the fax cover page. Use "Font" icon or command in Settings menu to alter font.
Static Text		Use to insert text objects needed in the cover page template. These uses include labels for automated fields (TO, FROM, DATE, etc.) and plain text like a company name or slogan. Use icons to align text to left, center, or right. Use "Font" icon or command in Settings menu to alter font.
Line		Use to insert line objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Rectangle		Use to insert box objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Ellipse		Use to insert circles or elliptical objects into the cover page template. Use Line Size drop-down menu at far right of screen to select width of lines.
Hilite		<i>Not supported.</i>
Filled Object		When selected, rectangles and ellipses created will have black fill.
deleting objects	--	Use the keyboard Delete key to delete a selected object.
Line Size dropdown menu		Use to select line widths for line objects, rectangle objects, and ellipse objects.

View Menu

FaxFinder Cover Page Generator Software Menu Command Definitions		
Command Name	Icon	Description
Zoom In		Use to view a smaller area of the cover page template file in greater magnification.
Zoom Out		Use to view a larger area of the cover page template file in a lesser magnification.
Fit to Width	--	Use to get magnification of file such that its horizontal dimension fits proportionally into the window.
Fit in Window	--	Use to get magnification of file such that the entire cover page template fits proportionally into the window.
Toolbar	--	Use to show or hide toolbar of command icons.

Settings Menu

FaxFinder Cover Page Generator Software Menu Command Definitions		
Command Name	Icon	Description
Font		Brings up Font dialog box in which font, font size, and font style can be set.
Grid		Use to turn grid on and off. If grid is off, objects can be positioned in cover page in a continuous fashion. If grid is on, objects can only be positioned at discrete grid coordinates.

Appendix D – Migrating FaxFinder x20 Models to x30 Models

Before showing specifics on migrating from the FFX20 (FF120, FF220, FF420 & FF820) model FaxFinders to the new FFX30 (FF130, FF230, FF430 & FF830) models, some basic information is needed. With the FFX30 models we introduced the concept of Inbound and Outbound Routing. Inbound Routing is the many ways an incoming fax can be directed to a destination. Outbound routing is the many ways a fax can be sent using the FaxFinder. Below we will compare the available Inbound and Outbound Routing options on the FFX20 family to those available on the new FFX30 family of FaxFinders.

FFx20 Inbound Routing

- Sent to an email address
- Copied to a network share

FFx30 Inbound Routing

- Sent to an email address
- Copied to a network share
- Sent to a printer
- Deleted (sent to the trash)
- Sent to a User (via an email address)

FFx20 Outbound Routing

- Send faxes using the FaxFinder Windows Client (the Client needs to remain active until the fax is sent)

FFx30 Outbound Routing

- Send faxes using the FaxFinder Windows Client
 - Since the fax is queued to the FFX30 Server, there is no need for the Client application to remain open after the fax has been queued
- Send Faxes using the FaxFinder Web Interface
- Send Faxes using an Email Server to send Email to the FaxFinder Server (T.37)
- Email a fax to send directly to the FaxFinder Server
- Sending Faxes using the Platform Independent Web API

FFx20 Phone Book

The Phone Book contains the Extension number for receiving faxes delivered to a Users email address, as well as the login information for logging in and sending faxes using the FaxFinder Server. When the FFX20 Phone Book is looked at in terms of the FFX30, it contains user records with one-to-one mapping to an Inbound Route containing the extension number and email address.

FFx30 Users (Phone Book)

The concept of fax delivery is now part of Inbound Routing. A user can receive faxes without needing access to the FaxFinder Server when the administrator sets up an Inbound Route for the individual using the fax extension and email address. User records are entered for individuals that wish to use the FaxFinder for Outbound Routing using the Send Fax Web Interface; FaxFinder Windows Client, etc.

Migrating an FFX20 Phone Book to an FFX30

The Name, UserID, and Password are only necessary if a user is going to use the FaxFinder for Outbound Routing. The Extension and Email Address are used for Inbound Routing of received faxes.

- 1) Convert the FFX20 phone book entries to FFX30 Users
 - a) Save the phone book and passwords from the FFX20 server:
 - i) You need the Multi-Tech Device Manager for this. It can be found on the Multi-Tech web site at: <http://www.multitech.com/SUPPORT/Families/FaxFinder/software.asp>
 - ii) Install the Device Manager and run it.
 - iii) Perform one of the following steps to add your FFX20 to the Multi-Tech Device Manager device list.
 - (1) If you know the IP address of the FFX20 server, you can select Edit > Add Device and enter the IP address of the FFX20 along with a valid username and password. The device manager will immediately attempt to establish contact with the FFX20.
 - (2) If you don't know the IP address of your FFX20, you can select Edit > Auto-Discover Devices. The Auto Discovery Monitor should find all your FFX20 FaxFinders on the attached network. Once the desired FFX20 is found follow step 'a' above.
 - iv) Assuming contact is established with one or more FFX20s, right click the desired FFX20 device listed in the window and click 'export csv phone book'.
 - v) Select the Delimiter as 'comma' and click Export.
 - vi) Save the *.csv file where you can later retrieve it. Note: A csv file is a file with comma separated values.
 - vii) Manually convert the output to match the FFX30 User import format.
 - (1) FFX20 phone book export format.

Name	phonenumber	Emailaddress	Userid	Password	phoneextension
Steve Wilson	4956	Steve@auto.com	Steve00	AutoParts	

- (2) FFX30 user import format.

Note: It is recommended that you export an FFX30 User and edit that file.

Type	Username	Password	Full Name	Email	Phone	Fax	Organization
User	Steve00	AutoParts	Steve Wilson	Steve@auto.com			

- viii) On the FFX30, under Users, select Import, select the modified file, select merge or replace and click Import.

- 2) Convert the FFX20 phone book entries to FFX30 Recipients. This can be done two different ways.
 - a) Manually enter the FFX20 phone number in the FFX30 under Fax Configuration > Inbound Routing > Recipients. Be sure to set Fax Configuration > Modem > Routing to an appropriate routing method so the extension is received and faxes are routed properly.
 - b) Convert the FFX20 phone book export format to the FFX30 recipient import format.
 - i) FFX20 phone book export format.

Name	phonenummer	Emailaddress	Userid	Password	Phoneextension
Steve Wilson	4956	Steve@auto.com	Steve00	AutoParts	

(1) FFX30 recipient import format.

Note: It is recommended that you export an FFX30 Recipient and edit that file.

Extension	Name	Destination type	Destination value
4956	Steve Wilson	User	Steve00

- c) On the FFX30, under Fax Configuration > Inbound Routing, select Import for Recipients and select the modified file, select merge or replace and click import.
- 3) Convert FFX20 FaxFinder Client version 1.9.2 or earlier address book entries to FFX30 User Contacts.
 - a) Install version 2.0 FaxFinder Client on any user's machine that is using FaxFinder Client version 1.9.2 or earlier.
 - b) Perform one of the following steps to add your FFX30 to the FaxFinder Fax Client device list.
 - i) If you know the IP address of the FFX30 server, you can select Edit > Add FaxFinder and enter the IP address of the FFX30 along with a valid username and password. The FaxFinder Client software will immediately attempt to establish contact with the FFX30.
 - ii) If you don't know the IP address of your FFX30, you can select Tools > Auto-Discover Devices. Click 'Search' and auto discovery should find all your FFX30 FaxFinders on the attached network. Once the desired FFX30 is found double click it and enter the username and password for this user.
 - iii) In the Tools tab, select Import v1.x Address Book. This will add the 1.9.2 or earlier address book contacts to the FFX30 user contact list.

Note 1: FaxFinder Client version 1.9.2 or earlier does not work with the FFX30 FaxFinders.

Note 2: FaxFinder Client version 2.0 or later can work with both FFX20 and FFX30 FaxFinders

Note 3: Users who have no need to use an added FFX30 can continue to use the 1.9.2 or earlier FaxFinder Client with the previously installed FFX20 FaxFinders.

Menus: x20 mapped to the x30

The table below represents a menu option from the FFX20 family across from its new counterpart (if any) in the FFX30 model line. FFX30 items in parenthesis are sub-menus available from the main link.

FFx20	FFx30
Home	Home
Login	-
Fax Log	Status & Logs (Inbound Fax Log, Outbound Fax Log, and Modem Log)
Logout	Logout
Current Status	Status & Logs (System Status and Fax Status)
Administration	System Configuration (Network, SMTP, Time)
Phone Book	[for Outbound Routing] Users Edit User Contacts and [for Inbound Routing] Users -or- Fax Configuration Inbound Routing Recipients
Modem Config	Fax Configuration (Modem)
Passwords	Users
Shared Resources	System Configuration (Shares)

Menus: x30 mapped to the x20

This table is the reverse of the one above, with the menu options of the FFX30 models shown across from their counterpart (if any) in the FFX20 family of products. Centered FFX30 items are sub-menus.

FFx30	FFx20
Home	Home
Status & Logs:	
System Status	Current Status: System
Fax Status	Current Status: Modems
Mail Queue	Current Status: System
Inbound Fax Log	Fax Log
Outbound Fax Log	Fax Log
Modem Log	Fax Log
System Configuration:	
Network	Administration: IP Configuration
SMTP	Administration: SMTP Configuration
Time	Administration: Time Configuration
Printer	-
Shares	Shared Resources
Certificates	-
Save/Restore	-
Firmware	-
Reboot	Administration: Reboot Unit
Fax Configuration:	
Modem	Modem Config
Inbound Routing	Phone Book (Extension, Email Address)
Cover Pages	-
Store & Forward Fax (T.37)	-
Fax Log	Fax Log: Log Parameters
Users	Phone Book (fields: Username, User ID, Email Address, Password)
Send Fax	new menu used to send a fax via the Web Interface
Logout	Logout

Appendix E – Regulatory Information

47 CFR Part 68 Telecom

1. This equipment complies with Part 68 of the 47 CFR rules and the requirements adopted by the ACTA. Located on this equipment is a label that contains, among other information, the registration number and ringer equivalence number (REN) for this equipment or a product identifier in the format:

For current products is **US:AAAEQ##Txxxx**.

For legacy products is **AU7USA-xxxxx-xx-x**.

If requested, this number must be provided to the telephone company.

2. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable 47 CFR Part 68 rules and requirements adopted by the ACTA. It's designed to be connected to a compatible modular jack that is also compliant.
3. The ringer equivalence number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##Txxxx. The digits represented by ## are the REN without a decimal point (*e.g.*, 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.
4. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
5. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
6. If trouble is experienced with this equipment, please contact Multi-Tech Systems, Inc. at the address shown below for details of how to have the repairs made. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
7. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
8. No repairs are to be made by you. Repairs are to be made only by Multi-Tech Systems or its licensees. Unauthorized repairs void registration and warranty.
9. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment.

If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
10. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
11. This equipment is hearing aid compatible.

12. Manufacturing Information on telecommunications device (modem) embedded in FF-130/230/430/830 units :

Manufacturer: Multi-Tech Systems, Inc.
Trade Name: Socket Modem
Model Number: MT5634SMI
Registration No: AU7USA-25814-M5-E
Ringer Equivalence: 0.3B
Modular Jack (USOC): RJ11C or RJ11W (single line)
Service Center in USA: Multi-Tech Systems, Inc.
2205 Woodale Drive
Mounds View, MN 55112 U.S.A.
(763) 785-3500
(763) 785-9874 Fax

47 CFR Part 15 Regulation

This equipment has been tested and found to comply with the limits for a **Class A** digital device, pursuant to 47 CFR Part 15 regulations. The stated limits in this regulation are designed to provide reasonable protection against harmful interference in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Plug the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the CFR 47 rules. Operation of this device is subject to the following conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Fax Branding Statement

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains the following information:

- Date and time the message is sent
- Identification of the business or other entity, or other individual sending the message
- Telephone number of the sending machine or such business, other entity, or individual

This information is to appear in a margin at the top or bottom of each transmitted page or on the first page of the transmission. (Adding this information in the margin is referred to as *fax branding*).

Any number of fax software packages can be used with this product. Refer to the fax software manual for setup details. Typically, the fax branding information must be entered via the configuration menu of the software.

Canadian Limitations Notice

Notice: The ringer equivalence number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence numbers of all the devices does not exceed 5.

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Industry Canada label does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment or equipment malfunctions may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Industry Canada

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement Canadien sur le matériel brouilleur.

WEEE Statement

(Waste Electrical and Electronic Equipment)

July, 2005

The WEEE directive places an obligation on EU-based manufacturers, distributors, retailers and importers to take back electronics products at the end of their useful life. A sister Directive, ROHS (Restriction of Hazardous Substances) complements the WEEE Directive by banning the presence of specific hazardous substances in the products at the design phase. The WEEE Directive covers all Multi-Tech products imported into the EU as of August 13, 2005. EU-based manufacturers, distributors, retailers and importers are obliged to finance the costs of recovery from municipal collection points, reuse, and recycling of specified percentages per the WEEE requirements.

Instructions for Disposal of WEEE by Users in the European Union

The symbol shown below is on the product or on its packaging, which indicates that this product must not be disposed of with other waste. Instead, it is the user's responsibility to dispose of their waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help to conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, your household waste disposal service or the vendor from whom you purchased the product.



C-ROHS HT/TS Substance Concentration

依照中国标准的有毒有害物质信息

根据中华人民共和国信息产业部 (MII) 制定的电子信息产品 (EIP) 标准—中华人民共和国《电子信息产品污染控制管理办法》(第 39 号), 也称作中国 RoHS, 下表列出了 Multi-Tech Systems Inc. 产品中可能含有的有毒物质 (TS) 或有害物质 (HS) 的名称及含量水平方面的信息

成分名称	有害/有毒物质/元素					
	铅 (PB)	汞 (Hg)	镉 (CD)	六价铬 (CR6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
印刷电路板	O	O	O	O	O	O
电阻器	X	O	O	O	O	O
电容器	X	O	O	O	O	O
铁氧体磁环	O	O	O	O	O	O
继电器/光学部件	O	O	O	O	O	O
IC	O	O	O	O	O	O
二极管/晶体管	O	O	O	O	O	O
振荡器和晶振	X	O	O	O	O	O
调节器	O	O	O	O	O	O
电压传感器	O	O	O	O	O	O
变压器	O	O	O	O	O	O
扬声器	O	O	O	O	O	O
连接器	O	O	O	O	O	O
LED	O	O	O	O	O	O
螺丝、螺母以及其它五金件	X	O	O	O	O	O
交流-直流电源	O	O	O	O	O	O
软件/文档 CD	O	O	O	O	O	O
手册和纸页	O	O	O	O	O	O
底盘	O	O	O	O	O	O

- X** 表示所有使用类似材料的设备中有害/有毒物质的含量水平高于 SJ/Txxx-2006 限量要求。
- O** 表示不含该物质或者该物质的含量水平在上述限量要求之内。

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