

# Applications

## Fax Servers

To receive a FAX setup a fax extension and then direct the incoming to it. [Click here for the Youtube video](#)

### Fax Servers (1)

To receive a FAX setup a fax extension and then direct the incoming to it.

Name	Extension	Email	Tools	Description
Faxing	500	support@fusionpbx.com	New Inbox Sent Log Active	

- New: Create a new fax to send.
- Inbox: Faxes received.
- Sent: Faxes sent.
- Log: Successful and failed attempts for both incoming and outgoing.
- Active: Shows the faxes in queue.

## Fax Server Settings



There are more settings for fax under Advanced > Default Settings then fax category.

- To create a fax server goto App > Fax Server. Click the + on the right.
  - **Leave the Destination Number blank** or faxing wont work.
- Destination Number is used in the Fax Server Dial Plan and is set based on the fax server internal extension number.
- Define the fields, the ones in **bold** are required. It is a good idea to organize so define the name thoughtfully.
- The extension you must use one that is not allready created.
- Account Code should autofill. Again, **leave the Destination Number blank**.
- A prefix can be defined when sending a fax.
- Email is for inbound faxes and will be on the server and sent to the defines email.
- Define the Caller ID Name and Number.
- Leave the Forward Number and Greeting blank for normal settings.
- Number of channels define with a numerical value or keep blank for a default value.
- Keep organized by adding a Description.

# Applications

## Fax Server Settings

[BACK](#)[SAVE](#)

Name	<input type="text"/>	
	Enter the name here.	
Extension	<input type="text"/>	
	Enter the fax extension here.	
Account Code	<input type="text" value="example.tld"/>	
Destination Number	<input type="text"/>	
	Enter the fax destination number.	
Prefix	<input type="text"/>	
	Enter a prefix to be used when sending a fax.	
Email	<input type="text"/>	<a href="#">ADVANCED</a>
	Enter a delivery address for inbound faxes.	
Caller ID Name	<input type="text"/>	
	Enter the Caller ID name here.	
Caller ID Number	<input type="text"/>	
	Enter the Caller ID number here.	
Forward Number	<input type="text"/>	
	Enter the forward number here. Used to forward the fax to a registered extension or external number.	
Greeting	<input type="text"/>	
Number of channels	<input type="text" value="10"/>	
Description	<input type="text"/>	
	Enter the description here.	

[SAVE](#)

## New





To send a fax, the items in **bold** are required. To send a proper fax it is best to fill out all fields and attach any documents. Keep in mind that the upload max MB is limited by Nginx and PHP config files.

# Applications

## New Fax

[BACK](#)[PREVIEW](#)[SEND](#)

To send a fax, upload a PDF or TIF file. To generate a cover sheet, enter a Subject and/or Message below. Install LibreOffice for additional file format support (DOC, DOCX, XLS, XLSX, ODT, OTT, RTF, etc). View the status of a fax transmission on the Active Calls page, in the Log Viewer, or by watching the results in the switch console.

Header	<input type="text"/>		Displayed beneath the logo in the header of the cover sheet (optional).
From	<input type="text"/> Enter the sender's name for the cover sheet (optional).		
To	<input type="text"/> Enter the recipient's name for the cover sheet (optional).		
Fax Number	<input type="text"/>		Enter the recipient fax number(s).
Fax File(s)	<input type="button" value="Browse..."/>	No files selected.	<input type="button" value="CLEAR"/> Select the file(s) to upload and send.
Resolution	<div>Normal </div> Select the transmission quality.		
Page Size	<div>Letter </div> Select the page size to transmit.		
Subject	<input type="text"/> Enter a subject for the cover sheet (optional).		
Message	<div><div></div><div></div></div> Enter a message for the cover sheet (optional).		
Footer	<div><div>The information contained in this facsimile is intended for the sole confidential use of the recipient(s) designated above, and may contain confidential and legally privileged information. If you are not the intended recipient, you are hereby</div><div></div></div> Displayed in the footer of the cover sheet (optional).		

[PREVIEW](#)[SEND](#)

# Applications

## Inbox

Click **PDF** to view the fax or right click on **PDF** and left click on **Save Link As**. If you defined and email address in the **email** field you will receive the fax also to that email address.

**Inbox: Faxing (500)**

BACK

Caller ID Name	Caller ID Number	Destination	File Name (Download)	View	Date	
Fax Caller ID	5558675309	18553301239	123456-abcd-1234-0987-12344678dfgh	PDF	July 32 2016 25:22:55	✕
Another FAX	5558675309	8884732963	654321-abcd-1234-0987-12344678dfgh	PDF	July 32 2016 12:12:56	✕

## Sent

Click **PDF** to view the fax or right click on **PDF** and left click on **Save Link As**.

**Sent Faxes: Faxing (500)**

BACK

Caller ID Name	Caller ID Number	Destination	File Name (Download)	View	Date	
Fax Caller ID	5558675309	18553301239	123456-abcd-1234-0987-12344678dfgh	PDF	July 32 2016 25:22:55	✕
Another FAX	5558675309	8884732963	654321-abcd-1234-0987-12344678dfgh	PDF	July 32 2016 12:12:56	✕

## Fax ATA

To connect to a fax machine with an ATA you will most likely need to adjust settings in the ATA web interface and in FusionPBX.

Create an extension for the FAX machine. You can optionally set **bypass media to true** under advanced in the extension settings.

## [FAX Default Settings](#)

Menu -> Advanced -> Default Settings then category Fax

- Variables are used as defaults for the dialplan for sending and receiving faxes

<input type="checkbox"/> variable	array	ignore_early_media=true	True	Ignore ringing to improve fax success rate.	✎	✕
<input type="checkbox"/> variable	array	fax_enable_t38_request=false	True	Send a T38 reinvoke when a fax tone is detected.	✎	✕
<input type="checkbox"/> variable	array	fax_enable_t38=true	True	Enable T.38	✎	✕

- fax\_enable\_t38\_request=false (Can be true or false)
- ignore\_early\_media=true (Can be true or false)
- Some carriers it's better for fax\_enable\_t38\_request=true and for some its better for it to be false.
- It's best not to make an assumption and to do testing with different settings to get the best

Pagina 4 / 6

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# Applications

results for your particular carrier.

- The variable `fax_enable_t38_request=false` will send a T38 reinvite when a fax tone is detected. In some cases the re-invite always fails for some carriers which is why it is default to false.

## Troubleshooting Tips

Faxing will fail at times. Fax Server should automatically try different methods for sending. There are different combinations like;

- With T-38 on/off
- ECC on/off
- Sending a wav file
- Send a fax to HP faxback. This will test sending and receiving 1-888-473-2963
- Test sending with Faxtoy.net This will display what is faxed on their website. 1-855-330-1239 or 1-213-294-2943
- Turn on verbose log in FreeSWITCH fax.conf.xml
  - From your FusionPBX installation go to ADVANCED > XML Editor and a new window will open.
  - Choose `autoload_configs` folder from the list, then choose `fax.conf.xml`.
  - In `fax.conf.xml` there is an option that by default sets a variable called `verbose = false`. If you change this to `true` you get more logging details as the fax is actually received, such as the quality of the connection etc.
  - You can see these details when you run the freeswitch command line ie. **fs\_cli**

## Command Line Fax Statistics

Grep from ssh or console access your `freeswitch.log` files for `FAX_RETRY_STATS` to start keeping track of success/failure. Examples

Here's how you can get some totals.

### Total:

```
cat freeswitch.log |grep FAX_RETRY_STATS |wc -l
```

### Success:

```
cat freeswitch.log |grep FAX_RETRY_STATS |grep SUCCESS |wc -l
```

### Failures:

```
cat freeswitch.log |grep FAX_RETRY_STATS |grep FAIL |wc -l
```

Página 5 / 6

# Applications

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