

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.

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Fax Server Settings

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| | | |
|--------------------|--|---|
| 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"/> | ADVANCED |
| | 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.

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New Fax

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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 | <div><div></div><div></div></div> <div>Displayed beneath the logo in the header of the cover sheet (optional).</div> |
| From | <div><div></div><div>Enter the sender's name for the cover sheet (optional).</div></div> |
| To | <div><div></div><div>Enter the recipient's name for the cover sheet (optional).</div></div> |
| Fax Number | <div><div><div></div><div>+</div></div><div>Enter the recipient fax number(s).</div></div> |
| Fax File(s) | <div><div><div>Browse...</div><div>No files selected.</div><div>CLEAR</div></div><div>Select the file(s) to upload and send.</div></div> |
| Resolution | <div><div><div>Normal</div><div></div></div><div>Select the transmission quality.</div></div> |
| Page Size | <div><div><div>Letter</div><div></div></div><div>Select the page size to transmit.</div></div> |
| Subject | <div><div></div><div>Enter a subject for the cover sheet (optional).</div></div> |
| Message | <div><div></div><div>Enter a message for the cover sheet (optional).</div></div> |
| Footer | <div><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><div>Displayed in the footer of the cover sheet (optional).</div></div> |

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)

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| 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

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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
```

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