
FaxFinder® V.34 Fax Servers

FF130, FF230, FF430, FF830



Administrator User Guide



FaxFinder® Administrator User Guide

Models: FF130, FF230, FF430, and FF830

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Revisions

Revision	Date	Description
E	12/05/11	Updated to remove CD references and 2.2 release changes.
F	05/04/12	Removed API information (this is in an API Developer Guide). Added fax file types.

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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Knowledge Base

The Knowledge Base provides immediate access to support information and resolutions for all Multi-Tech products. Visit <http://www.multitech.com/kb.go>.

Installation Resources

To download manuals, firmware, and software, visit <http://www.multitech.com/setup/product.go>.

Support Portal

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Warranty

To read the warranty statement for your product, please visit: <http://www.multitech.com/warranty.go>

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Chapter 1 – Product Description & Specifications

The FaxFinder® fax server is an all-in-one fax server that provides distributed faxing capabilities, over a WAN, from a corporate office to small remote offices as well as to field sales people. Inbound faxes are converted to PDF or TIFF files and delivered to a recipient's in-box or a network folder, or printed on a network printer. Outbound faxes can be sent by web client or through Microsoft® Office applications.

This manual provides information on installing, configuring, and managing four FaxFinder servers:

- FF130 1-port FaxFinder
- FF230 2-port FaxFinder
- FF430 4-port FaxFinder
- FF830 8-port FaxFinder

Multi-Tech provides three manuals for use with the FaxFinder:

- **Administrator Guide** provides details on installing, configuring, and managing FaxFinder.
- **User Guide** provides details on sending faxes and using the client software.
- **Developer Guide** provides information and examples for the FaxFinder Web Services API.

Refer to the FaxFinder User Guide for details on sending faxes. The Client User Guide and related documentation, software, and firmware are available on the Multi-Tech Installation Resources website at www.multitech.com/setup/product.go.

Package Contents

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 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)• Rack-mounting fasteners

Safety Warnings

Telecom

- Never install telephone wiring during a lightning storm.
- Disconnect this product from the power source and telephone network interface when servicing.
- Use this product with UL and cUL listed computers.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
- Do not use a telephone in the vicinity of a gas leak – not even to report a gas leak.
- To reduce the risk of fire, use only 26 AWG or larger telecommunication line cord.
- 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 the product provides backup power for the timekeeping. This battery has an estimated life expectancy of ten years.
- When this 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: Ethernet ports and command ports are not designed to be connected to a public telecommunication network.

Fax File Types

Users can fax the following document types:

- PDF
- PS
- TIF or TIFF
- TXT

Note: When printing from another application, FaxFinder sends the file as TIF images.

Technical Specifications

	FF130/230		FF430/830	
Connectors	RJ-11 Line Jack(s), DE-9 Console Serial Port, RJ-45 Ethernet, Locking Screw on Power Jack.		RJ-11 Line Jacks, DE-9 Command Serial Port, RJ-45 Ethernet.	
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 8.4" L x 1.7" H (43.9 cm x 21.3 cm x 4.3 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 v Typical: 0.335A/3.01W; Max: 0.378A/3.40W 20 v, Typical: 0.148A/2.96W; Max: 0.164A/3.28W 32 v, Typical: 0.100A/3.20W; Max: 0.112A/3.58W	<u>FF230</u> 9 v, Typical: 0.376A/3.40W; Max: 0.418A/3.80W 20 v, Typical: 0.166A/3.30W; Max: 0.182A/3.60W 32 v, Typical: 0.109A/3.50W; Max: 0.122A/3.90W	<u>FF430</u> 120 Vac Typical: 0.104A/12.2W; Max: 0.120A/14.1W 220 Vac Typical: 0.079A/18.3W; Max: 0.090A/20.8W	<u>FF830</u> 120Vac Typical: 0.130A/15.3W; Max: 0.137A/16.1W 220Vac Typical: 0.093A/21.6W; Max: 0.101A/23.4W
Operating Temperature	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 Temperature	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	
Fax Specs	(MT5634SMI modem) Group 3 Fax (T.30 and T.4) Modulations: ITU V.34, ITU V.17, V.29, V.27 and V.21			
Web Connections	10 (Maximum)		50 (Maximum)	
File Upload Size**	~6 MB (Max) using Web Send Fax page ~4.5 MB (Max) API, T.37 or the Client Software with its SSL option <i>enabled</i> . ~40 MB (Max) using the Client Software with its SSL option <i>disabled</i> .		~11 MB (Max) using Web Send Fax page ~8.25 MB (Max) API, T.37 or the Client Software with its SSL option <i>enabled</i> . ~40 MB (Max) using the Client Software with its SSL option <i>disabled</i> .	
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.

** The difference in maximum size allowed is due to the data encoding for T.37, the client software and API attachments.

Chapter 2 – Getting Started

The FaxFinder Fax Server is an IP enabled fax server that works with other devices and services on your communication network to send and receive faxes and to perform administrative functions.

- FaxFinder requires access to an SMTP server to relay emails generated by the FaxFinder. These emails contain faxes, administrative notifications and log files. It is recommended that you create a DNS “A” record for the FaxFinder. Depending on the location of email recipients and IP resources, access through your network’s Internet Gateway (for WAN access) may also be required.
- FaxFinder fax ports require analog telephone lines that provide dial tone and ring voltage at traditional levels and cadence (traditional electrical characteristics of a POTS line). To fully use FaxFinder’s inbound fax routing capability, the communication lines (PBX ports) need to pass DID (direct inward dial) information (in the form of DTMF digits) to the FaxFinder (upon the FaxFinder port going off hook to answer the call). Refer to [FaxFinder Versatility, Phone Line and PBX Compatibility](#) for details.
- Before installing FaxFinder on your IP Network, you need to know the target network’s current IP scheme and implementation. What Ethernet equipment will the FaxFinder be connected to? Is it a simple traditional switch or hub, or a Managed V-LAN switch that is IP address aware (that will block traffic not of its configured subnet), or a port on a network enabled appliance like a PBX or router that has similar controls as a Managed Switch?
- The FaxFinder is set from the factory with an IP address of 192.168.2.1 (netmask 255.255.255.000).
- Identify a workstation you can use to perform the initial FaxFinder configuration. Depending on network variables, you may have to connect the workstation directly to the FaxFinder to perform initial network setup. You will need to identify (and possibly change) the workstation’s current IP. A laptop’s mobility may be helpful, but consider any active WiFi connection to avoid network conflicts with the Ethernet connection to the FaxFinder.

FaxFinder Network Requirements

- FaxFinder requires a static IP address, but does not support automatically assigned IP addresses via DHCP.
- FaxFinder's Ethernet interface is full duplex, auto negotiating 10/100 Mb and auto polarity sensing. Auto polarity allows you to use a traditional straight through or cross-over, Ethernet RJ-45 cable.
- The FaxFinder does **not** support POE (Power over Ethernet) or 1GB speeds. These features may need to be disabled on the Ethernet port that the FaxFinder is connected to.

FaxFinder, Phone Line, and PBX Compatibility

The source and type of communication lines that connect to the FaxFinder dictate if the inbound fax routing method is set for dynamic or static delivery. Dynamic delivery is based on the number dialed by the party sending the fax. Static delivery is based on which communication line/FaxFinder port the inbound fax uses.

Although FaxFinder ports can be connected to an ordinary phone subscriber line (a POTS line), they are often connected to a PBX extension/station port. FaxFinder can deliver incoming faxes as email message to any user on your network. Use this feature when your PBX can route multiple receiving numbers to a single station port. This used to require a PBX to be connected to Telco through a PRI line provisioned with a block of DID numbers. Now, a PBX may determine which number was dialed by the originator, for example, through an IP enabled PBX communicating directly with an IP based PSTN service or other IP enabled communication equipment.

PBX Call Routing

1. PBX sends a call to the FaxFinder by ringing the extension connected to the FaxFinder port.
2. FaxFinder picks up (goes off hook).
3. The PBX transmits a string of DTMF digits to the extension. Usually this is the last x number of digits dialed by the calling side.
4. FaxFinder port answers as a fax machine and receives the incoming fax.
5. When the fax transmission completes, FaxFinder uses the DID information to determine delivery options. FaxFinder does this by reading the recipient inbound routing table in the FaxFinder.

When the PBX provides call routing information, it does not matter which FaxFinder port (line) receives the call. The fax will be routed to all the delivery options associated with the DID number (recipient extension) defined in the Recipient routing table.

If the PBX/analog line cannot provide DID call routing, incoming faxes will be routed solely on the delivery options associated with specific FaxFinder port (line) that the call was received on. You can define multiple delivery options for each physical line/port.

Caller ID and Call Waiting

FaxFinder does not support the use of either Caller ID or Call Waiting. Caller ID delivers information between rings before the call is answered. The Call Waiting beep causes fax communication errors. Disable these features on the lines or PBX ports connect to the FaxFinder.

FaxFinder Operating Modes

FaxFinder ports are configured individually, which allows you to dedicate fax resources to match your needs.

- Each port's **routing parameter** is set to match the type of line connected to it.
 - To use DID routing information, set the routing parameter to DTMF Digits or a PBX specific Mode Code.
 - For lines that do not provide DID information, such as a POTS line directly from Telco, set the routing parameter to POTS line.

- Set the **direction parameter** to match the expected call direction/use by the PBX and or Telco line. Coordinating call direction by physical line can help you maximum the use of fax resources when fax volume is high and yet have dedicated resources for specific needs. You need to coordinate how the line equipment will function because FaxFinder does not control which line the PBX or Telco will use.
 - Set the port to inbound, if it will be used to receive faxes only.
 - Set the port to outbound, if it will be used to send faxes only.
 - Set the port to both, to use it to send and receive faxes.

Inbound Routing Options

FaxFinder can deliver incoming faxes to one or more of the following:

- A printer for immediate printing
- One or more email addresses
- A network shared directory, as a way to automatically archive or for users to retrieve as needed
- Trash

Note: If trash is used as the destination for a particular DID extension, no other option is available.

Outbound Faxing Options

There are multiple ways users can submit a fax to FaxFinder for sending:

- FaxFinder Client Software for Windows to send faxes from either the client software or any application that can print.
- T.37 Store and Forward faxing send emails through FaxFinder as a fax.
- FaxFinder web interface to send a fax directly from the FaxFinder unit.
- API to submit XML formatted faxes.

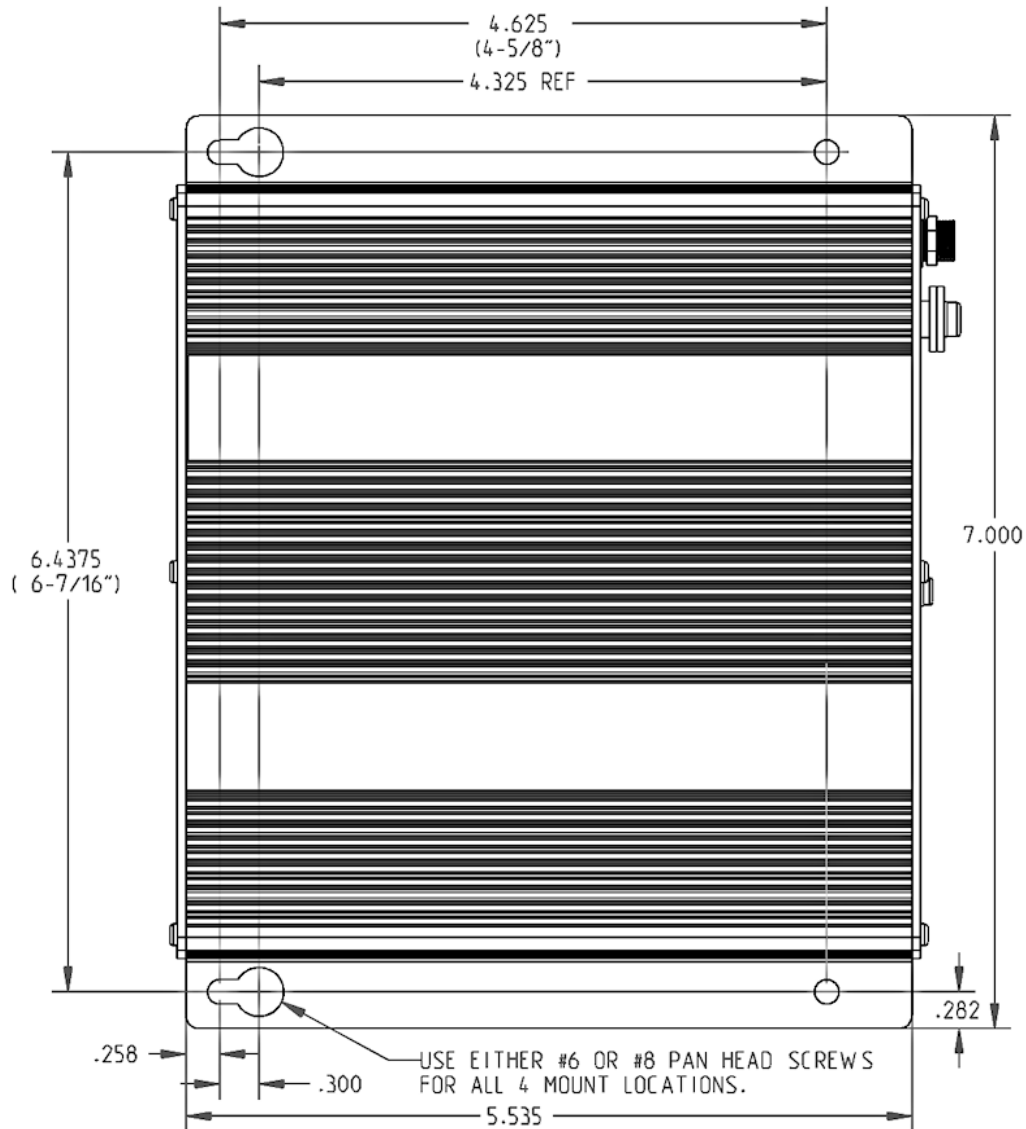
Outbound Fax Management

FaxFinder includes the following options for managing outbound faxes:

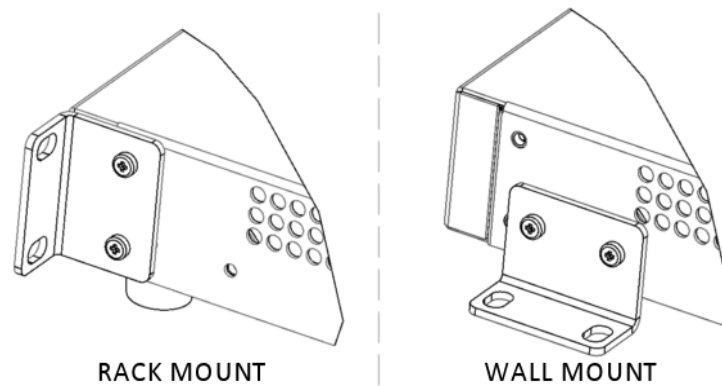
- **Send Fax Email Receipt** allows users to receive a receipt for every fax or just failed faxes. Users can configure the receipt to include a copy of the fax or just details of how and when the fax was sent.
- **Outbound Archiving** automatically saves a copy of every fax submitted for sending. Outbound Archive saves faxes as PDF or TIFF files to a network share.
- **Outbound Approval** allows you to set up an approval process for submitted faxes based on the destination fax number or who submits the fax.

Mechanical Mounting

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



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



Rack Mounting

When installing the unit in a closed or multi-unit enclosure, follow the recommended installation defined by the enclosure manufacturer.

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

- 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 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.

19-Inch Rack Enclosure Mounting Procedure

Attaching the FaxFinder to the rail of an EIA 19-inch rack enclosure will likely require two people. 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.

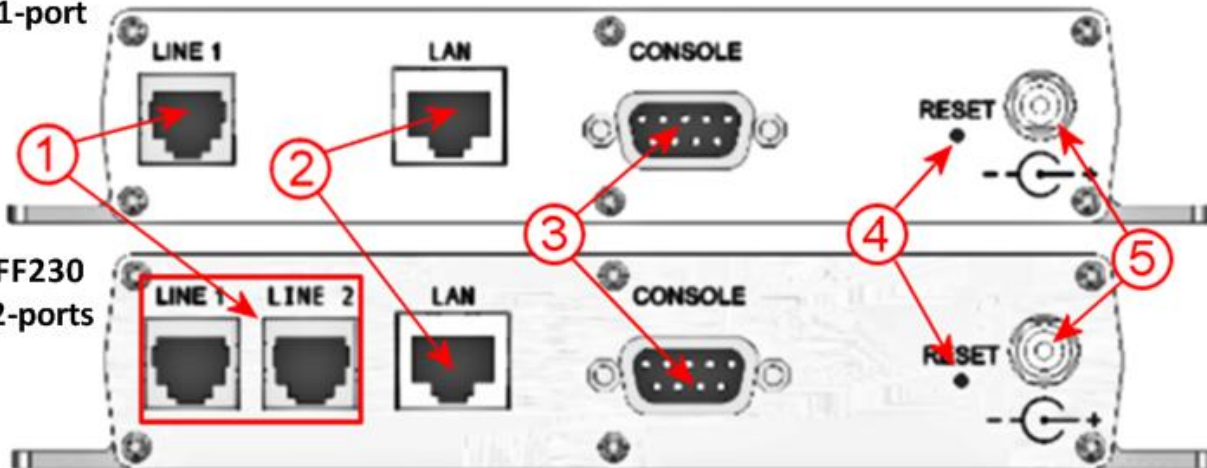
5. Remove feet (4) from the FaxFinder unit.
6. Mount the FaxFinder in the rack enclosure per the rack manufacture's mounting procedure.

Connections

The images below show the back panels for FaxFinder x30 models. Following that is a description of the connections called out in the image.

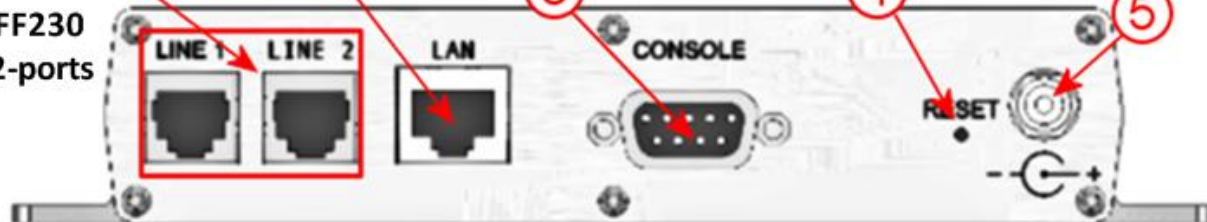
FF130

1-port

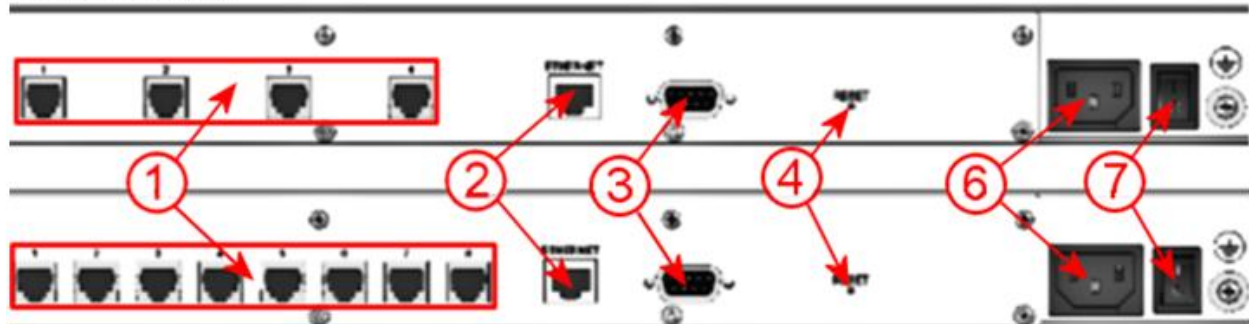


FF230

2-ports



FF430 4-ports

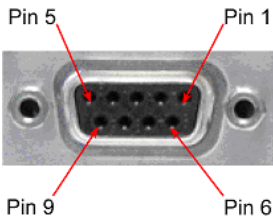


FF830 8-ports

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.** DE-9 connection for serial access and control of the FaxFinder units.
4. **Reset.** (FF130/230) Access hole for reset button (use a straightened paper clip or similar tool to push the recessed button).
5. **Reboot.** Pushing and releasing the button once will reboot the FaxFinder.
6. **Reset (FF430/830).** Holding the button in for 3 seconds and releasing will reset the FaxFinder to factory defaults.

7. **Power Connector.** Threaded connector for the provided power supply.
8. **Power Socket.** Power receptacle for provided power cord.
9. **Power Switch.** On/Off power switch for the FaxFinder 430/830 units.

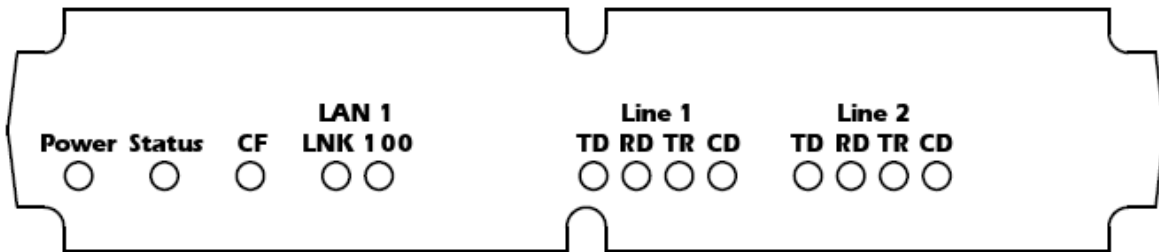
Console/Command Port Pin Assignments



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

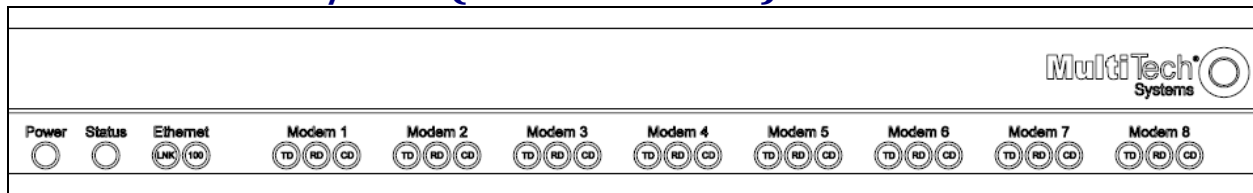
Front Panel LEDs

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.

Installing and Cabling FaxFinder

Connecting the FaxFinder to Power, Phone Lines, and Ethernet

Note: FaxFinder 130 and 230 models come with a power supply that has interchangeable blades for use in various countries. To change the blades:

- a. Remove the protective cover by sliding down the locking switch and pulling the cover out from the bottom (this can be discarded).
- b. 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.
- c. Hold the locking switch down and push up and in.
- d. Release the locking switch to lock the attachment in.

1. Connect FaxFinder to AC Outlet.

FF130/230

- a. Plug the DC power transformer into a power outlet or power strip.
- b. Secure the other end to the power receptacle on the FaxFinder 130/230.
- c. 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.)

Note: The FF130/230 units have a reset switch instead of a power toggle switch. If the unit is unresponsive, reboot the unit by using a straightened paper clip to push the recessed button.

To reset the unit to the factory defaults, hold the button down for 3 seconds.

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

FF430/830

- a. Connect the power cable between the unit and a power outlet.

2. Verify Power.

- The Power LED comes on immediately after power is applied, but there is a 4-second delay before the Status LED comes on. The Status LED flashes during normal operation.
- FaxFinder takes a short time to boot up when you apply power. During the boot process, the Status LED will be solid (not flashing). When the unit is ready, the Status LED will flash.
- If the Status LED does not start flashing after 5 minutes, disconnect and reconnect power to reboot the FaxFinder.

3. Connect FaxFinder to Ethernet Network.

Caution: Before connecting to the Ethernet Network, determine if the network is a 192.168.2.x subnet. FaxFinder's factory default IP address is 192.168.2.1, so connecting it to a network that has a different device at the 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 Ethernet cable until the FaxFinder's IP address has been configured. When the FaxFinder's IP address has been configured, you can connect the FaxFinder into the 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.

4. Connecting to Telephone System

Connect the FaxFinder to either to a PBX or to POTS lines.

Configuring the FaxFinder Server

1. Setting Admin PC to Communicate with a Factory-Defaulted FaxFinder

The first time you access the FaxFinder, connect the unit directly to a compatible computer. This allows you to change the FaxFinder's IP address to one capable of operating on the network where it will reside. If FaxFinder is already attached to a network, the Client software can auto-discover the IP address. You can also use the Command/Consol port and a terminal program such as HyperTerminal, and type "ifconfig eth0" to learn its IP address.

Connect a FaxFinder directly to a compatible computer:

- a. Use a RJ45 network cable to connect a PC directly to your FaxFinder (this may require you to disconnect the PC from its current network).
- b. Set the PC connected to the FaxFinder to IP address **http://192.168.2.x**, where **x** can be from 2 to 254 (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.*

In the **Windows XP/2003** desktop:

- i. Right-click on My Network Places and select Properties.
- ii. Right-click on Local Area Connection.
- iii. Scroll to the Internet Protocol (TCP/IP) on the General tab and select it.
- iv. Click Properties.
- v. Record the existing IP address. Then, reset the IP address to 192.168.2.2.

In the **Windows 2000** desktop:

- i. Right-click on **My Network Places** and select **Properties**.
- ii. Right-click on Local Area Connection and select Properties.
- iii. Select Internet Protocol (TCP/IP).
- iv. Click Properties.
- v. Record the existing IP address. Then, reset the IP address to **192.168.2.2**.

In **Windows Vista**:

- i. Click **Start** and go to **Network**.
- ii. Right-click on **Network** in the Folders pane and select **Properties**.
- iii. Click once to highlight Internet Protocol Version 4 (TCP/IPv4) and then click Properties.
- iv. Record the existing IP address.
- v. Select Use the following IP address and set the IP Address to 192.168.2.2.
- vi. Click **OK** and then click **Close** twice.

2. Logging In

- a. Open a web browser on your PC.
- b. Type the FaxFinder IP address, **192.168.2.1**, and press **Enter**. The **Login** screen appears, showing that the FaxFinder is connected to the network.

Note: FaxFinder implements a Secure WEB interface via TLS (HTTPS browsing) with a self signed certificate. The first time a browser navigates to the FaxFinder it will display warning messages about expired and or invalid certificates. When this occurs you should add an exception temporarily until the unit is setup correctly (IP address, Time/Date, Host name, etc.). Once the unit is setup you will be able to generate a certificate with your information. Refer to [Certificates](#) in Chapter 3 for details.

- c. Enter **admin** (all lower case) in the Username field and **admin** (all lower case) in the Password field.
- d. Click **Login**. The Web Management home page will appear. Use this page to access all the FaxFinder Server software screens.

Note: The FFx30 units have real-time clocks. The default setting uses a time server (time.nist.gov) to set the time. If the time is not accurate, the web browser may show a message 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. Refer to [Certificates](#) in Chapter 3 for details.

3. Setting FaxFinder IP Addresses

- a. Click **System Configuration** in the top navigation bar. The Network Configuration page should appear. If it does not, click Network in the left navigation pane.
- b. Enter the IP information for your FF130/230/430/830 FaxFinder.
 - IP Address, Subnet Mask, and Default Gateway are required fields.
 - Enter a fully qualified domain name (FQDN) in the Hostname field, for example, FF830.mycompany.com. FaxFinder provides this name to your SMTP server each time it sends an email. It is also used with T.37 Store and Forward faxing. T.37 emails sent to FaxFinder must include the host name in the recipient's email address, for example, FAX=17635551234@ff830.mycompany.com.
- c. Click **Save**. If you have not changed a DNS setting, changes take effect within a few seconds. If you have changed a DNS setting, the system prompts you to reboot the unit and changes take effect when the reboot completes. If you cancel the reboot, the changes will not take effect.

Note: At this point, your PC and the FaxFinder will no longer communicate with each other.

4. Resetting Admin PC to Its Regular IP Address.

- a. Reset the PC's IP address to the original value that you recorded in Step 1 or any other IP address that allows you to communicate with the FaxFinder at its new IP address.
- b. Disconnect the PC from the FaxFinder.
- c. Connect the FaxFinder to the network it is to be installed on.
- d. Re-connect your PC to its normal LAN connection.

5. Log In After Reset

After resetting admin PC's IP address, you must log into the FaxFinder Server software again.

- a. Enter the new IP address of the FaxFinder into your browser
- b. Enter **admin** as Username and **admin** as Password to log in again.

If you changed the IP, your browser may show a warning when you login. This is related to the FaxFinder certificate. The default is for the IP address 192.168.2.1; changing the IP causes an invalid certificate warning. FaxFinder does have a valid certificate, but it is self-signed (no third party verification) so the browser displays a warning about this. You may safely continue using Internet Explorer or, in the case of Firefox, temporarily add the FaxFinder certificate.

Firefox Add Exception Process

Secure Connection Failed

192.168.52.248 uses an invalid security certificate.

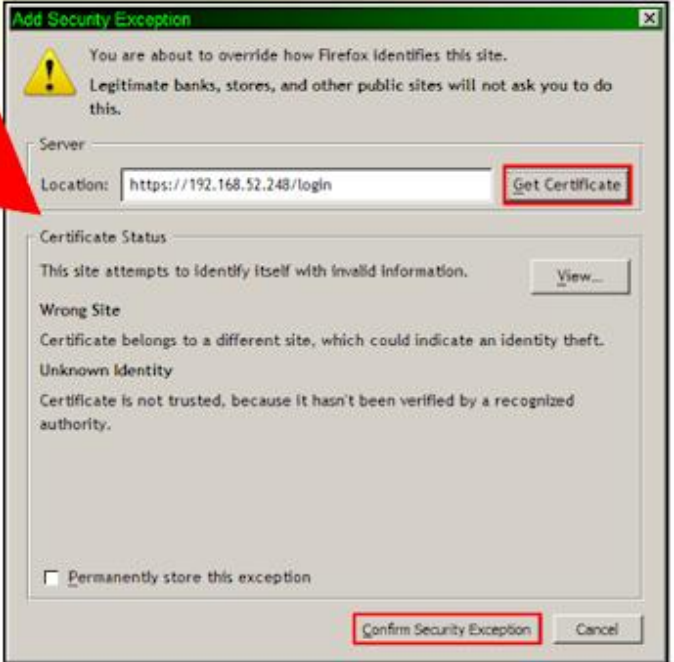
The certificate is not trusted because it is self signed.
The certificate is only valid for 192.168.2.1

(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.

Get me out of here!
Add Exception...



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: Get Certificate

Certificate Status

This site attempts to identify itself with invalid information. View...

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

Confirm Security Exception Cancel

6. Set up the Administrator account

- a. Click **Users**.
- b. Click **Edit** in the Action column for administrator.
- c. Enter an email address for the administrator account.
- d. Change the password from the default to something secure. Enter a new password and confirm the password.
- e. Click **Update** to save changes to the administrator account.

7. Set up SMTP

- a. Click System Configuration.
- b. Click **SMTP**.
- c. Enter SMTP parameters as required by your email system.
- d. Send a **Test Email** to the defined administrator and check to see it was delivered to the administrator's inbox (presumably an email account on the local network). If it was delivered successfully, your SMTP server is relaying emails generated by the FaxFinder to local email recipients.

8. Sending a Test Fax from Fax Machine to FaxFinder

- a. If you are using a PBX, confirm the modem settings. Click **Fax Configuration | Modem** to view or edit Modem Configuration settings.
- b. Click **Inbound Routing** and confirm where the fax will be routed. If you do not change the default settings, the Administrator email address will receive any incoming faxes.
- c. Use a conventional fax machine to send a fax to the FaxFinder's fax number.
- d. Verify that the FaxFinder received the fax message and then check the Administrator's email inbox to see if it was delivered. To verify that FaxFinder received the fax, click **Status & Logs** and then click:
 - **Fax Status** to see faxes currently in progress.
 - **Inbound Fax Log** to see Faxes that have been delivered. Click the Details link to view a pop-up window showing Delivery and Modem Details.

If the email is not delivered within five minutes, refer to [Troubleshooting](#),

- e. Verify that you can open the fax in PDF viewer, such as Adobe Reader. If you configured FaxFinder to deliver faxes as TIFF files, you can use the Multi-Tech TIFF viewer or a graphic file viewer. In your email program, double-click the file attached to the email to open it in either a PDF or TIFF viewer.

9. Adding System Users and Fax Contacts

Multi-Tech recommends adding system users and global fax contacts into FaxFinder before installing the FaxFinder Fax Client software on a user's workstation. Users can have their own personal contacts in addition to the Global Contact Database. The FaxFinder Client software automatically downloads fax contacts from the FaxFinder Server. The FaxFinder Client keeps a copy of the contact information locally and checks for changes when the software is used.

a. Adding Users

To add users manually:

- i. Click **Users** to create accounts for others who will send faxes through the FaxFinder.
- ii. Click the **Add** link.
- iii. Enter a Username, Password, Confirm Password, Phone Number and Email Address.
- iv. Click **Update** to save the entry.
- v. Repeat Steps ii and iii for each user.

If you have several users to add, you can import a Comma Separated Value (CSV) file with user information. Refer to [Users](#) for details.

Note: The Administrator user cannot be deleted. Click Edit for the Administrator to change the password, email, or other information.

b. Adding Fax Contacts

To add contacts manually:

- i. Click **Contacts**.
- ii. Click **Global** to create fax contact entries available to all users.
- iii. Click the **Add** link.
- iv. Enter the Name, Fax Number, Phone Number and Organization.
- v. Click **Update** to save the entry.
- vi. Repeat Steps iii to v for each user.

If you have several contacts to add, you can import a Comma Separated Value (CSV) file with contact information. Refer to [Contacts](#) for details.

10. Creating a Restore File

A restore file allows you to restore your configuration settings if the FaxFinder is reset to factory defaults or if you make a change you want to undo. To create a restore point:

- a.** Click System Configuration.
- b.** Click Save/Restore.
- c.** Click **Save Config**. A file download window opens.
- d.** Click **Save** twice. The configuration restore file name is formatted as config_ *nnn* _date.bin, where n is the version number.

For details on restoring a configuration file, refer to [Save/Restore Configuration](#).

Chapter 3 – FaxFinder Web Management Interface

This chapter describes the FaxFinder Web Management Interface.

Note: As with any secure browser-based user interface, a certificate is required to allow access. The FaxFinder certificate is self-signed, so security warning appears when login through a browser. The warning does not mean that the unit is not secure; it indicates that the validated certificate is not signed by a third party. Select the option to continue.

For details on replacing the default certificate, refer to [Generating a Certificate](#).

Login

When you enter the FaxFinder IP address in a browser, you will first see the certificate warning. After you pass the warning, the login window appears.

The default username is **admin** and the default password is **admin**.

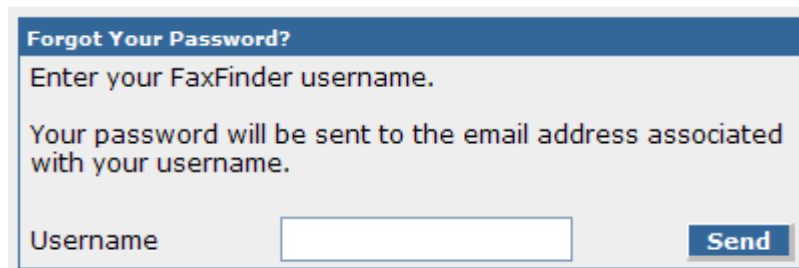


Forgot Password?

If you forget your password:

1. Click **Forgot Password**.
2. Enter your username and click **Send**.

FaxFinder emails the password to the email address for the user account.



Home

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

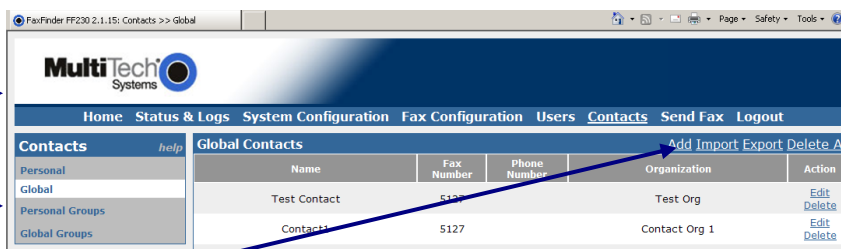


Navigation

Use the top navigation bar to access key functions. Underlining indicates the current selection.

Most of the key functions have sub menus, which appear on left.

Access some functions through links in the function title bar.



Status & Logs

System Status

System Status displays as the default when you select Status & Logs. It provides information you can use to confirm correct settings or help with diagnostics.

System Status		
Current Time	12/03/2009 03:14:30 PM	
Up Time	3 days, 25 minutes	
Time Server Status	SNTP Error: Unknown Host	
Printer Status		
Printer	Status	Jobs
HP1	printer HP1 is idle. enabled since Tue Nov 17 16:46:16 2009	There are no print jobs
Network Share Status		
Share	Status	
//server/faxshare	disconnected	

System Status

Field	Description	
Current Time	The FaxFinder's current time and date. To change the date and time format go to System Configuration Time.	
Up Time	The total time the FaxFinder has been operating since the last reboot/reset.	
Time Server Status	This is the status of the Time Server currently in use. It also shows error messages.	
	Status	Description
	Disabled	Time Server likely set to None.
	SNTP Error: Unknown Host	FaxFinder cannot connect to the Time Server.
No Errors	FaxFinder can access Time Server.	

Printer Status

Field	Description
Printer Status	Current status of each printer set up in System Configuration Printers.

Network Share Status

Field	Description
Network Share Status	Current status of any network shares set up in System Configuration Shares.

Fax Status

Fax Status shows current state of modems as well as inbound and outbound faxes. Also, Administrators can view and change the state of internal modems.

Modem Status											
Modem	State	Page	Vertical Resolution	Baud Rate	Width	Length	Connect Time	Elapsed Time	Remote ID	Phone Number	Action
1	Waiting For Ring	0									Initialize Busy
2	Waiting For Ring	0									Initialize Busy

Inbound Fax Status
There is no Inbound Fax activity at this time

Outbound Fax Status
There is no Outbound Fax activity at this time

Modem Status

Shows the current condition of each internal modem.

Field	Description	
Modem	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	The current modem state: Waiting for Ring, Connected, and Busied Out.	
Page	The page that a modem is currently transmitting, if any.	
Vertical Resolution	The resolution used to transmit the page. Vertical scan line types include fine and standard.	
Baud Rate	The modem's current baud rate.	
Width	The current width setting for faxes sent through the listed modem.	
Length	The current length setting for faxes sent through the listed modem.	
Connect Time	When the current connection was made.	
Elapsed Time	The time that has passed since the current connection was made.	
Remote ID	The identification received from the remote connection.	
Phone Number	When sending, this is the phone number that was dialed. When receiving, this is the DID number detected.	
Action	Administrator only.	
	Option	Description
	Initialize	Click this link to send the initialization command to the modem. This will remove a busy-out state from a modem. When initialization is complete, "Modem x initialized" appears in color at the top of the page. If you click this while a fax is in progress, it will interrupt the fax and cause it to fail.
Busy	Click this link to set the modem to a busy state so that it cannot send or receive faxes. Any incoming calls to this modem will receive the busy tone. To allow the modem to send faxes, click the modem's Initialize link.	

Inbound Fax Status

Inbound Fax Status displays information about each incoming fax.

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

Field	Description
State	If a fax is still transmitting, this will show receiving or delivering.
Start Time	The time that the inbound fax was initiated.
Line Number	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	The DID routing number provided by the PBX, when applicable.
Recipient	Either the recipient Username associated with the DID extension number or the Line Name of the receiving port when FaxFinder is set to POTS Line routing.
Remote ID	Fax ID information sent from the fax originator.
Current Page	The page that the modem is currently receiving.

Outbound Fax Status

Outbound Fax Status displays information about each fax that is scheduled to be sent. There is also an Action to abort a scheduled fax before it is sent.

Outbound Fax Status									
State	Created At	Scheduled For	Sender	Recipients				Fax Details	Action
				Name	Fax	Phone	Organization		
pending	12/16/2009 01:33:24 PM	12/16/2010 01:38:04 PM	admin (Administrator)	Admin's Contact	763-555-8648	763-555-4684	Another Company	Test Fax (2 pages)	Abort Details

Field	Description	
State	The state of a fax that either has not been sent or is still in progress. Outbound fax state may be new, approval pending, preprocessing, pending, or sending.	
Created At	When the outbound fax was initially queued.	
Scheduled for	The following factors determine the time shown here: pre-processing work load (documents submitted for faxing are converted one at a time), the setting for Allow Simultaneous Dialing to the Same Number, and user specified scheduling time. If a previous attempt did not complete, this time also shows when the next attempt will occur.	
Sender	FaxFinder pulls the Username from the account used to log into the server and from the User Information	
Recipients	Information shown about the recipient includes:	
	Field	Description
	Name	The person the fax is addressed to.
	Fax	The fax number scheduled to receive the fax.
	Phone	The recipient's voice phone number.
Organization	The name of the recipient's business or organization.	

Field	Description																								
Fax Details	Pertinent pages of the outbound fax.																								
Actions	Specific actions for individual outbound faxes.																								
	<table border="1"> <thead> <tr> <th>Option</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Abort</td> <td>Cancels all further attempts to send this fax.</td> </tr> <tr> <td>Details</td> <td>Opens a new window with details about the selected fax. Abort is also available from this window.</td> </tr> </tbody> </table>	Option	Description	Abort	Cancels all further attempts to send this fax.	Details	Opens a new window with details about the selected fax. Abort is also available from this window.																		
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<table border="1"> <thead> <tr> <th colspan="7">Outbound Fax Entry</th> </tr> <tr> <th rowspan="2">State</th> <th rowspan="2">Attempt</th> <th colspan="4">Recipient</th> <th rowspan="2">Action</th> </tr> <tr> <th>Name</th> <th>Fax</th> <th>Phone</th> <th>Organization</th> </tr> </thead> <tbody> <tr> <td>pending</td> <td>1 of 3</td> <td>Admin's Contact</td> <td>763-555-8648</td> <td>763-555-4684</td> <td>Another Company</td> <td>Abort</td> </tr> </tbody> </table>	Outbound Fax Entry							State	Attempt	Recipient				Action	Name	Fax	Phone	Organization	pending	1 of 3	Admin's Contact	763-555-8648	763-555-4684	Another Company	Abort
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State	Attempt	Recipient				Action																			
		Name	Fax	Phone	Organization																				
pending	1 of 3	Admin's Contact	763-555-8648	763-555-4684	Another Company	Abort																			

Mail Queue

Mail Queue lists emails in the queue waiting to be completed.

Mail Queue	Resend Queued Mails
The mail queue is empty	

Field	Description
Date	Date the email was created.
Size	Size of the email message in bytes.
Sender	User who sent the email.
Recipient	Email address of the recipient.
Type	Delivery type of the file to be sent, for example, local or remote.
Delivery Message	The result of the delivery attempt.

Resend Queued Mails

Click Resend Queued Mails to resend all mail items in the queue immediately.

Queued emails will be resent now				
<table border="1"> <thead> <tr> <th>Mail Queue</th> <th>Resend Queued Mails</th> </tr> </thead> <tbody> <tr> <td colspan="2">The mail queue is empty</td> </tr> </tbody> </table>	Mail Queue	Resend Queued Mails	The mail queue is empty	
Mail Queue	Resend Queued Mails			
The mail queue is empty				

Mail Log

Mail Log displays recent delivery attempts with the most recent appearing at the top.

Mail Log			
Most recent mail delivery attempts			
Date	Sender	Recipient	Delivery Message
08/04/2009 02:49:17 PM	root@faxfinder.example.com	admin@mycompany.com	deferral: Sorry, I wasn't able to establish an SMTP connection. (#4.4.1)
Field	Description		
Date	Date and time this mail entry was attempted.		
Sender	User who sent the email.		
Recipient	Email address of the recipient.		

Field	Description
Delivery Message	Result of the mail delivery attempt. If the message was not sent successfully, error messages appear here. For example, deferral: Sorry, I wasn't able to establish an SMTP connection.

Inbound Fax Log

The Inbound Fax Log lists all inbound calls detected by the FaxFinder ports. Incoming calls that are in progress do not appear in this log until the call ends. Faxes are listed in chronological order with the most recent at the top of the page.

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

Field	Description														
State	Current or final state of the incoming fax listed. States include: Complete, Error – no page received, Error – partial fax, and delivery failure.														
Complete Time	Date and time at which the incoming fax was successfully received. The format displayed depends on settings chosen in System Configuration Time.														
Remote ID	Fax ID sent from the fax originator.														
Line Number	The internal modem that received the fax. The number is 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	The DID routing number provided by the PBX, when applicable.														
Recipient	Fax recipient identification.														
Pages	The number of pages received with this fax.														
Action	The only option is to display a pop-up window with fax details. <div data-bbox="722 1213 1144 1591" data-label="Complex-Block"> <p>Inbound Fax Delivered To</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Destination</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table> <p>Inbound Fax Delivery Errors</p> <p>Admin email address is not set - can't deliver fax</p> <p>Modem Entries</p> <table border="1"> <thead> <tr> <th>Modem</th> <th>Status</th> <th>Resolution</th> <th>Baud Rate</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>pass</td> <td>Fine</td> <td>14400</td> <td>Details</td> </tr> </tbody> </table> </div>	Type	Destination			Modem	Status	Resolution	Baud Rate	Action	2	pass	Fine	14400	Details
Type	Destination														
Modem	Status	Resolution	Baud Rate	Action											
2	pass	Fine	14400	Details											

Outbound Fax Log

The Outbound Fax Log lists all submitted faxes that have completed. Outbound faxes currently in progress or waiting to be sent do not appear in this list until they have been transmitted successfully or the fax failed the specified number of attempts. Faxes are listed in chronological order with the most recent at the top of the page.

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

Field	Description										
Status	Current or final state of the outgoing fax listed. States include: Sent, Aborted, and Failed.										
Start Time	Date and time the transmission started.										
End Time	Date and time the transmission completed.										
Sender Name	Username of the person sending the fax.										
Recipient Name	Name entered as the intended fax recipient.										
Recipient Fax	Fax number entered as the fax destination.										
Action	<p>The only option is to display a pop-up window with fax details.</p> <div data-bbox="711 877 1156 1575" style="border: 1px solid black; padding: 5px;"> <p>Outbound Fax Details</p> <p>Status sent</p> <p>Start Time 01/18/2010 11:17:13 AM</p> <p>End Time 01/18/2010 03:17:47 PM</p> <p>Username admin</p> <p>Agent WebClient</p> <p>Pages (including cover) 431</p> <p>Cover Page Used yes</p> <p>Cover Page Name Document_1_TextFrames.pdf</p> <p>Priority 3</p> <p>Sender Name Administrator</p> <p>Sender Email cla@mts.test</p> <p>Sender Phone 012-345-6789</p> <p>Sender Fax 987-654-3210</p> <p>Sender Organization Product Development</p> <p>Recipient Name Line 1</p> <p>Recipient Fax 5382</p> <p>Recipient Phone 5382</p> <p>Recipient Organization MTS</p> <p>Subject</p> <p>Comments</p> <p>Modem Entries</p> <table border="1"> <thead> <tr> <th>Modem</th> <th>Status</th> <th>Resolution</th> <th>Baud Rate</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>pass</td> <td>Fine</td> <td>14400</td> <td>Details</td> </tr> </tbody> </table> </div>	Modem	Status	Resolution	Baud Rate	Action	2	pass	Fine	14400	Details
Modem	Status	Resolution	Baud Rate	Action							
2	pass	Fine	14400	Details							

Modem Log

The Modem Log provides detailed data from all individual calls in and out of FaxFinder. Calls are listed in chronological order with the most recent at the top of the page. This information can help troubleshoot the connection or related issues.

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

Field	Description																																		
Modem	The internal modem tied to this log entry. The number is 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).																																		
Status	Modem status for this log entry, pass or fail. If the fax failed, this will also display a short reason why.																																		
Direction	Indicates if the fax was inbound or outbound.																																		
Fax Number	The destination fax number.																																		
Time	The date and time the log entry was created.																																		
Size	The size of the entire fax transmission.																																		
Pages	Number of pages faxed for this log entry.																																		
Resolution	The resolution used to send the fax. The default resolution is Fine.																																		
Action	When populated, this field has a Details link which will open a pop-up window with fax details. <div data-bbox="776 1157 1094 1579" data-label="Table"> <table border="1"> <tbody> <tr><td>Modem</td><td>2</td></tr> <tr><td>Status</td><td>pass</td></tr> <tr><td>Fax Number</td><td>5382</td></tr> <tr><td>Direction</td><td>outbound</td></tr> <tr><td>Pages</td><td>431</td></tr> <tr><td>Size</td><td>15773326</td></tr> <tr><td>Init Time</td><td>01/19/2010 02:23:22 PM</td></tr> <tr><td>Off Hook Time</td><td>01/19/2010 02:23:31 PM</td></tr> <tr><td>Connect Time</td><td>01/19/2010 02:23:57 PM</td></tr> <tr><td>Elapsed Time</td><td>0</td></tr> <tr><td>Scan Line Time</td><td>0</td></tr> <tr><td>Baud Rate</td><td>31200</td></tr> <tr><td>Width</td><td>1728</td></tr> <tr><td>Height</td><td>Variable</td></tr> <tr><td>Bytes</td><td>15773326</td></tr> <tr><td>Data Compression</td><td>mh</td></tr> <tr><td>Error Correction</td><td>on</td></tr> </tbody> </table> </div>	Modem	2	Status	pass	Fax Number	5382	Direction	outbound	Pages	431	Size	15773326	Init Time	01/19/2010 02:23:22 PM	Off Hook Time	01/19/2010 02:23:31 PM	Connect Time	01/19/2010 02:23:57 PM	Elapsed Time	0	Scan Line Time	0	Baud Rate	31200	Width	1728	Height	Variable	Bytes	15773326	Data Compression	mh	Error Correction	on
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Elapsed Time	0																																		
Scan Line Time	0																																		
Baud Rate	31200																																		
Width	1728																																		
Height	Variable																																		
Bytes	15773326																																		
Data Compression	mh																																		
Error Correction	on																																		

System Configuration

Network Configuration

This displays by default when you click System Configuration. FaxFinder's factory default IP address is 192.168.2.1 and 24 bit network mask is 255.255.255.0. Enter the values needed for FaxFinder to operate on your network. DNS fields are optional; the rest are required.

Unless otherwise specified below, most changes take effect a few seconds after you click **Save**.

Network Configuration	
Hostname	<input type="text" value="faxfinder.example.com"/>
Description	<input type="text"/>
IP Address	<input type="text" value="192.168.2.1"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>
Default Gateway	<input type="text" value="192.168.2.254"/>
Primary DNS	<input type="text"/>
Secondary DNS	<input type="text"/>
<input type="button" value="Save"/>	

Field	Description
Hostname	Enter the hostname you want to associate with this FaxFinder unit. Multi-Tech recommends that the hostname be resolvable by DNS or otherwise. FaxFinder uses this hostname to identify itself when connecting to an SMTP server and in conjunction with T.37 formatted emails sent to FaxFinder for Store and Forward faxing. The hostname used in the recipient's address for T.37 emails needs to match the hostname defined here. The only non alpha-numeric characters allowed in this field are a period (.), a dash (-) and an underscore (_).
Description	Use this field to enter a custom description for this FaxFinder. This description appears on the Web Management Home page.
IP Address	Enter a static IP address for the FaxFinder to use. FaxFinder does not support automatic assignment (DHCP). If you are setting up this FaxFinder for the first time, once the IP address has been changed, you will need to be on the same network to make changes.
Subnet Mask	Enter the subnet mask to be used by this FaxFinder. A typical subnet mask is 255.255.255.0, but your network may be different.
Default Gateway	Enter the IP address of the network's default gateway. The default gateway allows FaxFinder to contact network addresses outside the local network, such as an internet time server or SMTP server.
Primary DNS	Enter the primary domain name server, if any, that this FaxFinder will use for IP address name resolution. If you change this value, you will need to reboot the system after you save your changes.
Secondary DNS	Enter the secondary domain name server, if any, for this FaxFinder. If you change this value, you will need to reboot the system after you save your changes.

SMTP

Use SMTP Configuration to set up FaxFinder for email or to send a test email. FaxFinder requires that your SMTP server be configured to accept and relay emails generated by FaxFinder.

Note: Incoming Faxes that are to be routed by email to Fax Recipients will not be delivered unless this section and your Email server are configured correctly.

After making any changes, click **Save**.

SMTP Configuration

SMTP Server Address	<input type="text"/>	
SMTP Port	<input type="text" value="25"/>	
SMTP Username	<input type="text"/>	
SMTP Password	<input type="password"/>	
Confirm SMTP Password	<input type="password"/>	
FaxFinder Email Address	<input type="text"/>	<input type="button" value="Save"/>

Send a Test Email

Send Test Email To Address	<input type="text"/>	Send Test Email
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SMTP Configuration

Field	Description
SMTP Server Address	Enter the IP address or Hostname of the SMTP server that will relay FaxFinder emails. If you enter a Hostname, you must configure FaxFinder with an appropriate DNS server address. This is where emails will be sent.
SMTP Port	Enter the SMTP port to be used. The default value for SMTP is 25.
SMTP Username	If necessary for authentication, enter the username that FaxFinder 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.
FaxFinder Email Address	Enter an email address to define the FaxFinder's Sender Envelope address. If this field is blank, the Sender Envelope will be <i>ffmailer-noreply@theFaxFinder'shostname</i> . Depending on whether the FaxFinder email is administrative or fax delivery, the From address displayed with the email will be either the address defined here or a combination of it and the FaxID provided by the remote fax machine.

Send a Test Email

Field	Description
Send Test to Email Address	Enter the email address that you want to use for a test email to verify that the correct settings have been entered. Then, click Send Test Email .

Time

Correct time settings are important for logging and verification purposes. Use Time Configuration to select a time server, time zone, and date and time formats.

After making changes to any of these fields, click **Save**.

Time Configuration	
Time Server	time.nist.gov ▾
Set Custom Time Server	<input type="text"/>
Synchronize every	0 Days 24 Hours 0 Minutes
Time Zone	America/Chicago ▾
Date Format	MM/DD/YYYY ▾
Time Format	12 HOUR ▾
Time (24hr) hh:mm:ss	15:52:38
Date MM/DD/YYYY	12/04/2009
Save	

Field	Description
Time Server	Select time.nist.gov, clock.via.net, or none from the drop-down list. If you select None, the Time and Date fields as the bottom are no longer grayed-out so you can enter the current time and date.
Set Custom Time Server	If you do not want to use time.nist.gov or clock.via.net, use this field to enter the address of another time server.
Synchronize Every	Enter a time interval for how often you want FaxFinder to synchronize with the time server. This is only valid if you select a time server.
Time Zone	Select the time zone for the FaxFinder's location. After a time zone change, you will be prompted to reboot the FaxFinder. Cancel if you do not want to reboot at this time. The time zone change will not take effect until you reboot the FaxFinder.
Date Format	Select a date format from the drop-down list.
Time format	Select a time format of either 12 or 24 hours.
Time (24hr) hh:mm:ss	If you set Time Server to None, enter the current time in an hour:minutes:seconds format.
Date MM/DD/YYYY	If you set Time Server to None, enter the current date in a month/day/year format.

Printer

Use Printer to add the printers for the FaxFinder to use. Until you add a printer, "There are no Printers" appears here.

- Click **Add** to add a printer.

Printers					Add Advanced Setup
Printer Name	Printer Make	Printer Model	Description	Device URI	Action
HP1	HP	Color LaserJet 2500	Sales Printer	smb://hostname/printer	Print Test Page Edit Delete

The data displayed in this table is pulled from the Add/Edit Printer page, which appears when you click Add or Edit. See [Adding or Editing a Printer](#) for descriptions of these fields.

Action	Description
Print Test Page	Sends a test page to the printer to make sure it is setup correctly.
Edit	Opens the Edit Printer page, which is the same as the Add Printer page.
Delete	Removes the printer from FaxFinder.

Adding or Editing a Printer

The Add Printer and Edit Printer forms have identical fields.

If you change any of these settings, click **Save**. To cancel without saving changes, click **Cancel**.

Edit Printer

Printer Make	<input type="text" value="Lexmark"/>
Printer Model	<input type="text" value="Optra E"/>
Printer Name	<input type="text" value="Lexy"/>
Description	<input type="text" value="Lexmark in the printer room"/>
Device URI	<input type="text" value="socket://192.168.52.240"/> Help

Field	Description
Printer Make	Select your printer's manufacturer from the drop-down list. If the manufacturer is not listed, select Generic.
Printer Model	Select your printer model from the drop-down list. If your printer make is Generic, the options here will be generic.
Printer Name	Enter a name for this printer that users will understand,
Description	Enter a description that will help users select the correct printer, for example, 2 nd floor copy room.
Device URI	Enter this printer's Uniform Resource Identifier. The URI identifies a printer's location on the network. To find a valid syntax for your printer, click the Help link next to this field.

Advanced Setup

Click Advanced Setup to open the Common UNIX Printing System (CUPS) page. This link is provided for advanced printing configuration and job control.

Shares

Use Shares to create a network folder where FaxFinder can send faxes that more than one person needs to retrieve. Anyone with network rights to the shared folder can view the faxes sent there. Creating a shared location can help ensure that faxes are responded to in a timely manner and provides a location for archiving faxes.

Note: When using a Microsoft Windows network, you may need to enable Simple File Sharing.

Shared Resources		
Domain/Workgroup	<input type="text" value="WORKGROUP"/>	<input type="button" value="Save"/>
Network Shares		
		<input type="button" value="Add"/>
UNC/Location	Username	Action
//server/faxshare	admin	Connect Edit Delete

Shared Resources

Field	Description
Domain/Workgroup	Enter the domain where the FaxFinder will operate and click Save . The default value is Workgroup.

Network Shares

The data displayed in the Network Shares is pulled from the Add/Edit Network Share page, which appears when you click Add or Edit.

Action	Description
Connect	Connects to the shared resource.
Edit	Opens the Edit Network Share page, which is the same as the Add Network Share page.
Delete	Removes the shared resource from FaxFinder.

Adding a Network Share

Add Network Share	
UNC / Location	<input type="text" value="//server/faxshare"/>
Username	<input type="text" value="user1"/>
Password	<input type="password" value="•••••"/>
Confirm Password	<input type="password" value="•••••"/>
	<input type="button" value="Save"/> <input type="button" value="Cancel"/>

After you set up or edit the shared resource, click **Save**. “Network Share updated” appears at the top of the page. Click **Cancel** if you don’t want to save your changes.

Field	Description
UNC/Location	Enter the Universal Naming Convention identifier or network location, for example, <code>//server/service</code> or <code>\\server\service</code> .
Username	Enter the username that has write access to the shared location. This can be a general account or one specific to the shared folder.
Password	Enter the password associated with the above username.
Confirm Password	Re-enter the password in order to avoid possible errors.

Certificates

Browsers need a site certificate to allow access to FaxFinder. FaxFinder has a self-signed certificate. Because the certificate is not authenticated by a third party, your browser will likely show a security warning before you can continue.

Use the Generate Server Certificate page to replace the default certificate with one that contains details specific to your installation.

Generating a Server Certificate

To generate a certificate:

1. Complete the form on this a page. The values you enter are for identification purposes only.
2. Click Generate. You will be prompted to reboot FaxFinder.
3. Reboot FaxFinder.

Unless otherwise specified in the table below, you can enter up to 64 characters these fields.

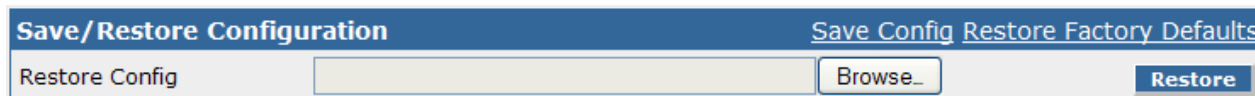
Field	Description
Common Name	Enter the Hostname or IP address, depending on which you use to connect to FaxFinder. The web browser uses this field to check for a valid certificate.
Days	Enter up to three digits for number of days that the certificate is valid.
Country	Enter the two letter code for the country the certificate is valid for. US is the code for the United States. To find other country codes, go to www.iso.org and search for "country name codes."
State/Province	Enter the state or province that the certificate is valid for.
Locality/City	Enter the city or locality that the certificate is valid for.
Organization	Enter the organization name that the certificate is valid for.
Email Address	Enter the email address of the person responsible for the FaxFinder. Typically this is the administrator. This field may be left blank.

Server Certificate

This section shows the details of the FaxFinder's verification certificate.

Save/Restore

After you configure FaxFinder to work in your environment, create a restore point to save your settings. This will allow you to easily reset the unit if for some reason you lose your settings or have to restore factory defaults.

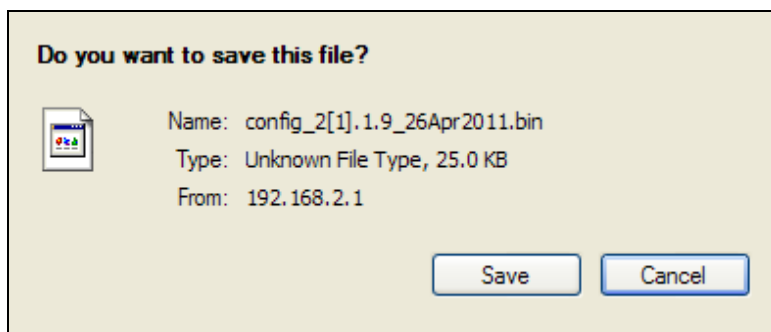


Saving the Configuration

Save Config backs up all current settings into one configuration file.

To save the configuration from the Save/Restore Configuration page:

1. Click the **Save Config** link. A file download window opens.
2. Click **Save** twice. The configuration restore file name is formatted as `config_nnn_date.bin`, where `n` is the version number.



3. Click **Close** when the download is complete.

Restoring Factory Defaults

Click **Restore Factory Defaults** to reset all FaxFinder settings to the values that were set at the factory. This will reboot the FaxFinder.

Restoring Configuration Settings

If you saved your configuration settings, use Restore Config to reset FaxFinder using the .BIN file.

1. Click **Browse** and select a configuration .BIN file.
2. Click **Restore**. FaxFinder will reboot.

Firmware

Use the Firmware page to update FaxFinder when there is a new release.

FaxFinder Firmware

Version	2.1		
Upload Firmware	<input type="text"/>	<input type="button" value="Browse..."/>	
MD5 Checksum	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Update"/>

Modem Firmware

Update	Modem	Version
<input type="checkbox"/>	Modem 1	LT V.92 1.0 MT5634SMI-V92 Data/Fax Modem Version 1.32q
<input type="checkbox"/>	Modem 2	LT V.92 1.0 MT5634SMI-V92 Data/Fax Modem Version 1.32q

Modem Firmware	<input type="text"/>	<input type="button" value="Browse..."/>	<input type="button" value="Update"/>
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Downloading and Extracting Firmware Updates

There are two types of firmware updates: one for the FaxFinder unit and one for individual internal modems in the FaxFinder.

To download firmware:

1. Go to Multi-Tech Installation Resources site at www.multitech.com/setup/product.go.
2. Select your model from the **Choose your Product** drop-down list.
3. Click Firmware.
4. Click the link for the firmware file you want.
5. Click **Open** and extract the zip file contents to a folder on your computer.

Updating FaxFinder Firmware

This section is for updating the FaxFinder unit. For updating the modems in the FaxFinder, please see the next section.

Note: Multi-Tech recommends that you save the current configuration before updating firmware.

The download you extracted contained both a .bin file and a .bin.md5. You need to install both files to complete firmware update.

Field	Description
Version	Displays the firmware version currently installed on the FaxFinder. Verify that this version is older (generally a smaller number) than the firmware currently available on the Multi-Tech Installation Resources site. Caution: Do not install an older firmware version unless Multi-Tech Technical Support tells you to do so.
Upload Firmware	The firmware file ends in .BIN. This is the main update file.
MD5 Checksum	The MD5 Checksum file ends in .BIN.MD5. It is a small file that provides a safety net for possible firmware file corruption that can occur during a download or be caused by bad sectors on a hard drive.

To update the firmware:

Important: Do not power off FaxFinder during the update process.

1. Click **Browse** and select the **ffupdate_FFxxx_#.#.bin** from the files you extracted. FFxxx represents the FaxFinder model number and #.# represents the update version.
2. Click **Browse** and select the **ffupdate_FFxxx_#.#.bin.md5** from the files you extracted. FFxxx represents the FaxFinder model number and #.# represents the update version.
3. Click **Update**. The update process takes several minutes.
4. Log back into FaxFinder when the update graphic stops spinning and the Login page appears.

Note: During the upgrade, the HTTPS port (TCP 443 by default) and TCP port 80 need to be open to the FaxFinder if there is a firewall or other security software blocking these ports.

Also, the upgrade occasionally takes longer than expected. This cause the browser to show a timeout when the process tries to display the login screen. If this occurs, wait approximately one minute and then refresh your browser.

Updating Modem Firmware

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

Note: Multi-Tech recommends that you save the current configuration before updating firmware.

The download for modem firmware you extracted contains a .hex file.

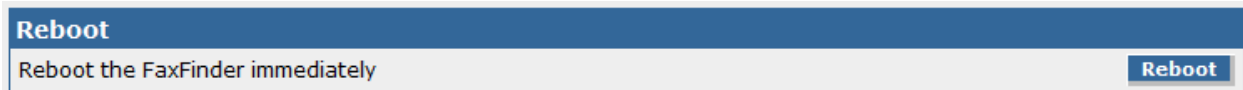
Field	Description
Update	Check the box associated with an internal modem to update it with new firmware. You can update multiple modems at one time. Verify that modems are not sending or receiving a fax before starting the update.
Modem	The internal modem. The number is based on the FaxFinder model (1 for the FF130, 1-2 for the FF230, 1-4 for the FF430 and 1-8 for the FF830).
Version	Displays the firmware version currently installed on the modem. Verify that this version is older (generally a smaller number) than the firmware currently available on the Multi-Tech Installation Resources site. Caution: Do not install an older firmware version unless Multi-Tech Technical Support tells you to do so.

To update the firmware after you have [downloaded and extracted the file](#):

Important: Do not power off FaxFinder during the update process.

1. Click the checkboxes for the modems that you want update.
2. Click **Browse** and select the **.HEX** from the files you extracted.
3. Click Update.

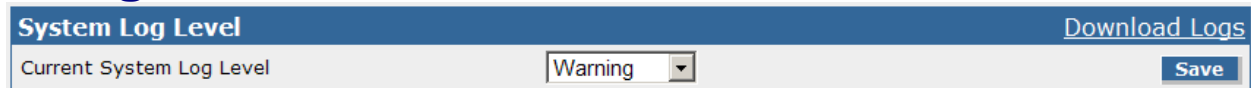
Reboot



Select Reboot from the System Configuration menu, and then click Reboot to log off the current user and restart the FaxFinder.

This will stop any faxes in process. FaxFinder cannot send or receive faxes during the reboot process.

Debug



When standard troubleshooting does not resolve an issue, collect debugging information for Multi-Tech support for more in-depth analysis.

Select **System Configuration | Debug**.

Select the logging level that Multi-Tech requests from the drop down list. Options are:

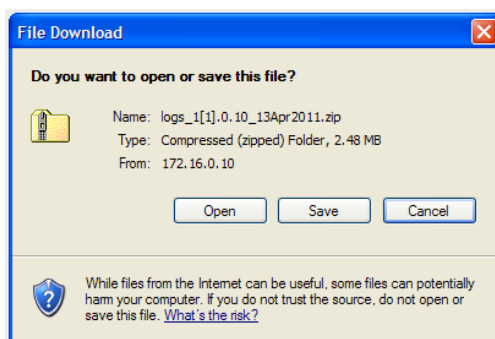
- Emergency
- Alert
- Critical
- Error,
- Warning
- Notice
- Info
- Debug

Click **Save**.

Download Logs

To download and save the log file:

- Click **Download Logs** and click **Save** when prompted.



Once you have the zipped file, follow the instructions provided by Multi-Tech Support for sending it in.

Fax Configuration Section

Modem

Use this page to configure modems individually or as a group.

Note: To ensure that your faxes comply with federal regulations branding, refer to the [Fax Branding Statement](#) in Appendix D.

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			Fax Direction	<input checked="" type="radio"/> both <input type="radio"/> inbound <input type="radio"/> outbound								
Routing Definition				Error Correction	<input type="radio"/> off <input checked="" type="radio"/> on								
Max Baud Rate	14400			Smart Dial	<input type="radio"/> off <input checked="" type="radio"/> on								
Dial Prefix				Tone Dial	<input type="radio"/> off <input checked="" type="radio"/> on								
Init String				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

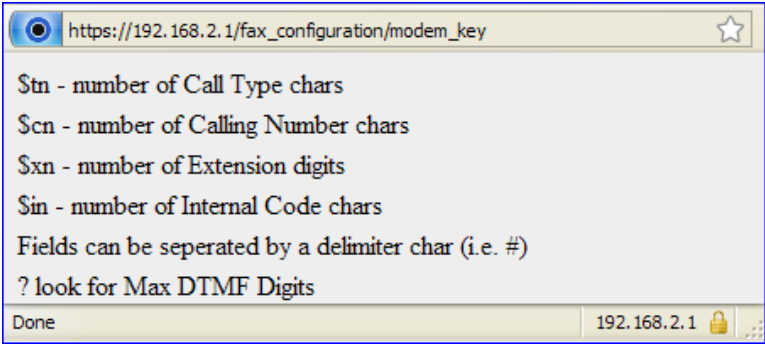
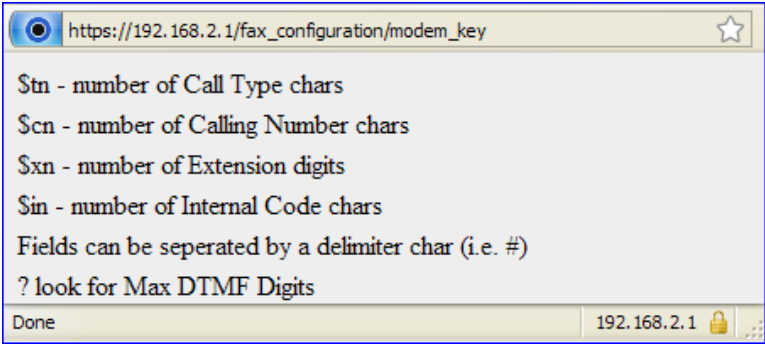
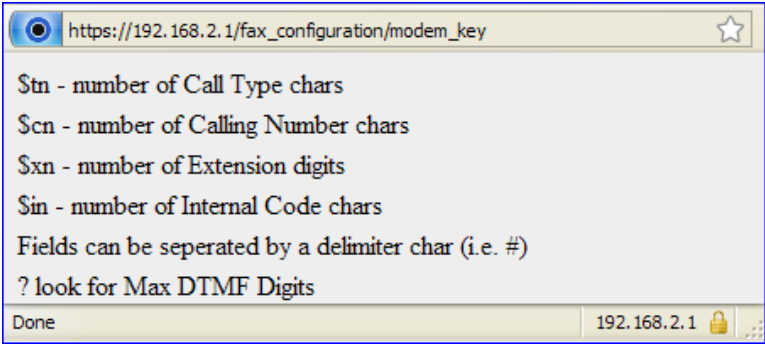
Be sure to set the country code for your location as well as look at the routing for your specific setup. Should you need to adjust some settings for your PBX or local phone lines, many options are available.

Modem Configuration

Use this section to change fax parameters for each FaxFinder port. Click **Save** when you have finished changing parameters.

Note: If you change any modem parameters, that modem will be initialized immediately after you click save. If the modem is currently in use, initialization will begin when the current call is completed.

Field	Description	
Modem	<p>The internal modem number. The number is 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).</p> <p>Set modems individually or select All Modems to apply the same configuration to all modems.</p>	
Fax ID	<p>This value is used in the fax page header. Typically, it is the modem's fax number or the company name, so that recipients can identify each page with the name or number of the sender. For regulations about this value, refer to the FCC website.</p>	
Country Code	<p>Use this to set the modem's Country Profile Code. For correct operation, use the country code for country where you are using the FaxFinder.</p>	
Answer On	<p>When you set Routing to POTS Line, enter how many rings you want before the modem will answer. For example, if you set this to 2, the modem will pick up the line after it detects two full ring sequences.</p> <p>If you set Routing to DTMF Digits or a PBX mode code, the modem will ignore the Answer On value. PBX mode code and DTMF Digit routing always pick up after one full ring sequence.</p>	
Max Extension Digits	<p>Used when the Routing parameter is set to DTMF Digits or a PBX mode code. Enter a value that matches the number of digits to be passed by the line/PBX to the FaxFinder modem port. The supported range length of a DTMF string is from 1 to 15 digits.</p>	
Routing	<p>This applies to inbound fax calls from the PSTN. This setting determines whether or not the modem should look to the line (for example a PBX ext. line plugged into the modem) for DID routing information in the form of DTMF digits. This setting directly effects how other Inbound Routing fields should be configured.</p> <p>Note: When you select DTMF Digits or PBX Mode Code routing, the modem listens up to 15 seconds for all the expected DID routing information. If it detects only a portion or none of the expected digits after 15 seconds the modem will declare a timeout and proceed to make fax answer tones. After the fax is received, the fax will be delivered as if POTS Line is the selected routing technique.</p> <p>Select from the following three options:</p>	
	POTS Line	<p>Select this to configure the modem to act in a more traditional fax answering role, where the modem does not look for DID routing information from the line/PBX. When the modem receives a fax, FaxFinder delivers it based on options defined for this line number in the Lines section of the Inbound Routing page.</p>
	DTMF Digits	<p>Select this to configure the modem to listed for DID routing information from the PBX/line. DID information needs to be a string of DTMF digits. The FaxFinder model will make fax answer tones after it hears the expected number of DID digits (Max Extension Digits). After the modem receives the fax, FaxFinder scans the Inbound Routing Recipients, looking to match the DID number it heard with entries in the Recipients table to determine delivery options.</p>

Field	Description					
	___ Mode Code	<p>PBX Mode Code routing is similar to DTMF Digits, except the DTMF digits/tones coming from the PBX contain additional information the FaxFinder doesn't use. FaxFinder needs to know the format of incoming mode codes to identify and extract the DID extension number imbedded within in.</p> <p>FaxFinder includes PBX Mode Codes for some device manufacturers. If the codes for your device are not included, select User Defined and add the code to the Routing Definition field.</p>				
Fax Direction	Use this to specify if this modem line is for inbound faxes only, outbound faxes only, or both. This setting should match the setting of the analog line/equipment connected to this port. If the modem has a Fax Direction of outbound, but the PBX/Telco line connected to it is set to inbound, FaxFinder will not answer inbound calls.					
Routing Definition	<p>If you selected a vendor pre-defined routing code, it displays in this field. If you selected User Defined for Routing, enter your own formula/definition in this field. Routing Definition identifies code elements sent by the PBX so that FaxFinder can mask information it doesn't need and identify the extension number it does need.</p> <table border="1" data-bbox="399 884 1443 1711"> <tr> <td data-bbox="399 884 565 1640">Key</td> <td data-bbox="565 884 1443 1640"> <p>Click Key for information on the definition.</p>  <ul style="list-style-type: none"> • n is the variable number for each definition • For Call Type, Calling Number, and Internal Code, replace n with the number of digits that you want masked or ignored. • For Extension digits, replace n with the number of extension digits used to route inbound faxes to recipients. • If you are using a predefined mode code that use \$x? as the Extension Digits variable, use the Max DTMF Digits field to define the number of DID extension digits. </td> </tr> <tr> <td data-bbox="399 1640 565 1711">Description</td> <td data-bbox="565 1640 1443 1711">Click this link for an explanation of the current mode code, if any, in the Routing Definition field.</td> </tr> </table>		Key	<p>Click Key for information on the definition.</p>  <ul style="list-style-type: none"> • n is the variable number for each definition • For Call Type, Calling Number, and Internal Code, replace n with the number of digits that you want masked or ignored. • For Extension digits, replace n with the number of extension digits used to route inbound faxes to recipients. • If you are using a predefined mode code that use \$x? as the Extension Digits variable, use the Max DTMF Digits field to define the number of DID extension digits. 	Description	Click this link for an explanation of the current mode code, if any, in the Routing Definition field.
Key	<p>Click Key for information on the definition.</p>  <ul style="list-style-type: none"> • n is the variable number for each definition • For Call Type, Calling Number, and Internal Code, replace n with the number of digits that you want masked or ignored. • For Extension digits, replace n with the number of extension digits used to route inbound faxes to recipients. • If you are using a predefined mode code that use \$x? as the Extension Digits variable, use the Max DTMF Digits field to define the number of DID extension digits. 					
Description	Click this link for an explanation of the current mode code, if any, in the Routing Definition field.					
Error Correction	Select On to use T.30 error correction with this modem or Off to disable it. Default is On.					
Max Baud Rate	Select the maximum connection (baud) rate that allowed on the modem. Default is 14400.					
Smart Dial	Select On to enable Smart Dial or Off to disable it. When Smart Dial is enabled, the modem waits to detect a dial tone before dialing.					

Field	Description
Dial Prefix	Dial prefix is a global setting applied to all outbound calls made from this modem, for example, 9 to dial an outside line. Any value entered here is automatically the first number dialed for all outbound faxes, regardless of how a fax is submitted.
Tone Dial	Select On for tone dialing or Off for pulse dialing. Default is On.
Init String	Use this field to define additional AT modem commands needed for your faxing environment. AT commands entered here will be issued to this modem before every call on this port, inbound or outbound.
Fax Debugging	<p>If a communication error occurs when FaxFinder attempts to send or receive a fax, FaxFinder creates a modem log file. This is available through the FaxFinder Web Management Log menu.</p> <p>When you enable Fax Debugging, the log file provides more details about the fax call.</p> <p>Select On if you want to log fax debugging information or Off if you do not.</p> <p>Note: Multi-Tech recommends that you turn this on as needed to collect data for troubleshooting and turn it off when you have the more detailed log file.</p>

Modem Configuration Table

This section displays the current settings of each fax modem in your FaxFinder.

Inbound Routing

You can configure FaxFinder to deliver incoming faxes several ways:

- Global Routing is based on the line that received it or by extension number. A global routing entry will send a copy of every incoming fax to the defined fax destination in addition to destinations in the Lines or Recipients table.
- Line Routing is used when the Fax Configuration routing parameter for that line/modem is set to POTS. You can also use Line Routing to define a default Fax Destination when extension information is not obtained.
- Recipient Routing is based on the extension number and requires that the Fax Configuration routing parameter be set to DTMF Digits or a PBX Mode Code. This type of routing requires the PBX/phone line to provide DID extension information in the form of DTMF digits. FaxFinder matches the DID extension from the PBX with the Recipients table to determine delivery options.

You can define multiple fax destinations for each line and recipient. Faxes can be delivered via email, sent to a printer, or written to a network share.

General Setup			
Email Size Limit	<input type="text" value="100"/>	K bytes	
Fax Output Format	<input type="text" value="PDF"/>		
Email Fax Details	<input checked="" type="checkbox"/>		
Email Failed Empty Faxes	<input checked="" type="checkbox"/>		<input type="button" value="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	

General Setup

Field	Description
Email Size Limit	Enter the number of kilobytes to match any email size limitations of the SMTP server that relays FaxFinder's fax emails. FaxFinder will automatically split incoming faxes over this size limit into multiple, smaller faxes that are below this limit and emails each in separately. The email subject line will show, "Fax Received (x of n) From" where n is the total number of emails for the complete fax and x is which section is attached to the email.
Fax Output Format	Select PDF or TIFF as the delivery format for inbound faxes.
Email Fax Details	Check this box if you want the email body to include fax details.
Email Failed Empty Faxes	Check this box if you want faxes that have failed and contain no pages to be emailed to users.

Global Routing

Field	Description
Empty	This displays the global destination, if any, for all inbound faxes.
Action	Click Edit to add or edit the global destination.

Adding Global Destinations

To add a global destination:

1. Select **Edit** under Global Routing
2. Click **Add**.
3. Select the destination from the drop down list. Options are:
 - Email Fax to User
 - Email Notification to User
 - Email Fax
 - Email Notification
 - Share
 - Print

For some options, you need to add related information, such as an email address or network folder.

4. Click **Save**.

Lines

Use this section to define fax destinations associated with each line/modem port. These destinations are used when POTS Line is the selected routing method for a particular line or if a call does not provide a valid extension. By default, each line is set with a fax destination of Email Fax to User: admin.

Most of the data displayed in this table is pulled from the Edit Line page, which appears when you click Edit. These fields are described under [Adding Destinations](#).

Field	Description
Line	These line numbers correspond to the line numbers on the back of the FaxFinder.
Action	Click Edit to add or change the delivery options for this line.

Editing Destinations

Edit (Line 1)		
Name	POTS Modem 1	Update Cancel
Destinations (Line 1) Add		
Type	Value	Action
Email to User	admin	Edit

Field	Description
Edit Line #	
Name	Use this to add a description to the line number, for example, Outgoing Sales Faxes. If you change this name, click Update.
Destinations	
Type	Shows destinations assigned to this line. Options are: <ul style="list-style-type: none"> Email Fax to User Email Notification to User Email Fax Email Notification Share Print Trash <p>Note: If you select Trash, you cannot define other destinations for this line.</p>
Value	Shows the value associated with the type. If the type is Email, the value would be the email address. If the type is share, the value would be the network folder.
Action	Click Edit to change a destination or Delete to remove a destination

Adding Destinations

Add Destination (Line 1)	
<div style="border: 1px solid black; padding: 2px;"> Email Fax Email Fax to User Email Notification to User Email Fax Email Notification Share Print Trash </div>	<input type="text"/> Save Cancel

To add an additional fax destination:

1. Click **Add** in the Destinations section.
2. Select a destination from the drop down list.
3. Enter or select addition information based on the destination.

Email Fax to User, Email Notification to User	Select a user from the drop down list.
Email Fax, Email Notification	Enter an email address
Share	Click Browse and select a network folder.
Print	Select a printer from the drop down list.

4. Click **Save**.

Recipients

Use the Recipients table to link one or more fax delivery options to an extension number. Each recipient entry includes an extension number, name, and fax destinations.

A fax destination (intended recipient) can be a FaxFinder user account, printer, network share, an external email address, or a trash bin.

Importing and Exporting Recipient Lists

FaxFinder allows you import recipient lists from a CSV file. If you are moving from one FaxFinder to another, you can export the recipient list in the correct format from the old unit and import it into the new one. Otherwise, you need a properly formatted CSV file.

CSV File Format

FaxFinder accepts a CSV formatted as:

Extension,Name,Destination Type,Destination Value

CSV files created through the Export function include header information in the first row; however, a header row is not required. Your file does need to conform to the sequence and format.

- The Extension must be a numeric string.
- The Name can be an alpha numeric string.
- The Destination Type must be one of the following:
 - Email
 - User
 - Printer
 - Share
 - Trash
- For Destination Values:
 - Email requires any valid email address:
1003,Mr. Smith,Email,smith@gmail.com
 - User accounts must already exist in the FaxFinder User list:
1004,Bob Rogers,User,brogers
 - Printers must already exist under System Configuration | Printer:
2001,Engineering Department,Printer,Eng_HPLJ4000
 - Network shares must already be configured under System Configuration | Shares:
2000,Sales Department,Share,//sales_server_name/share_name/folder_name
 - Trash is indicated by two quote marks:
3000,wrong number,Trash,""

The following example contains five fax destinations linked to three extensions. It would add three entries to the Recipients table, with the last entry having three fax destinations.

```
Extension,Name,Destination type,Desintation value
1001,John Doe,Email,jdoe@company.com
1002,Jane Doe,User,Janie
2000,Sales Department,Email,sales@company.com
2000,Sales Department,Printer,HPLJ3035
2000,Sales Department,Share,\\sales_server_name/share_name/folder_name
```

Importing a Recipient List

1. Click **Import**.
2. Click **Browse** and select the file you want to import.
3. Select **merge** to append the file to the existing recipient list. Select **replace** to replace the existing list with the list you import. Merge is the default.
4. Click Import.

Exporting a Recipient List

1. Click **Export** and then click **Save**.
2. Browse to a destination and click **Save**.

Adding Recipients

To add recipients individually:

1. Click **Add**.

2. Enter the **Extension** and **Name**.

Field	Description
Extension	The recipient's DID extension number. This number is dictated by your PBX and/or Telco line.
Name	The recipient's name.

3. Click **Save** to add the extension entry to the Recipients table. The Destinations (Extension ###) list appears.

- Click **Add** to add a destination.

- Select a destination and, where required, enter details. Refer to [Adding Destinations](#) for more information.
- Click **Save**.

Deleting Recipients

- Click **Delete All** to permanently delete all entries in the recipients list.
- Click **Delete** for an individual recipient to permanently delete that entry.

Outbound Routing

Use this page to set fax archiving and allow simultaneous faxing.

Outbound Options

Field	Description
Allow simultaneous faxing to the same number	<p>Check this and click Save to allow FaxFinder to send multiple faxes to the same phone number at once.</p> <p>This option is useful if you have multiple lines with the same number. Default is off; FaxFinder sends faxes to the same number one at time.</p>

Outbound Archive

Field	Description
Enable Outbound Archive	Check this to archive all outbound faxes.
Archive Format	Select PDF or TIFF as the format for the fax archive file. Default is PDF. Note that TIFF is an image file; if you select this, you will not be able to search for a particular word in a fax. FaxFinder names archive files in the following format: fax_outbound_#dialed_date_time_faxID#
Archive Directory	Click Browse and select a shared folder for storing archive files. This shared folder must be configured in System Configuration Shares.

Click **Save** when you have set the archive parameters.

Outbound Approval

Use Outbound Approval to restrict outgoing faxes through several categories.

Outbound Approval Setup

Enable Outbound Approval

Approvers [Add](#)

Users who approve outbound faxes

admin

greg [Remove](#)

Approved Fax Numbers [Add](#)

Fax numbers that do not require approval ('*' matches any digit e.g., 1-555-785-****, ***-****, ****)

**** [Remove](#)

6763***** [Remove](#)

Approved Users [Add](#)

Users that do not require approval

Reminders [Add](#)

Email reminder sent to approver(s) at the specified time(s)

30 minutes [Remove](#)

[Save](#)

Outbound Approval Report

Enabled

Report Format

Minutes	Hours	Day of Month	Month	Day of Week
Every Minute <input type="text"/>	13 <input type="text"/>	Every Day of Month <input type="text"/>	Every Month <input type="text"/>	Every Day of Week <input type="text"/>
0 <input type="text"/>	14 <input type="text"/>	1 <input type="text"/>	January <input type="text"/>	Sunday <input type="text"/>
1 <input type="text"/>	15 <input type="text"/>	2 <input type="text"/>	February <input type="text"/>	Monday <input type="text"/>
2 <input type="text"/>	16 <input type="text"/>	3 <input type="text"/>	March <input type="text"/>	Tuesday <input type="text"/>
3 <input type="text"/>	17 <input type="text"/>	4 <input type="text"/>	April <input type="text"/>	Wednesday <input type="text"/>

[Save](#)

Outbound Approval

If you change the settings for any of these fields, click **Save** at the bottom of this section.

Field	Description
Enable Outbound Approval	Check this if you want to use some or all outbound approve options.
Approvers	Use to add users who are able to approve outgoing faxes. By default, the Admin account is selected. You can add multiple approvers. <ul style="list-style-type: none"> Click Add and select a user from the drop down list. Users must be setup under the Users menu to appear in the drop down list. Click Remove to delete an Approver drop down list.
Approved Fax Numbers	Use to add phone numbers or partial numbers that do not need approval for sending faxes: <ul style="list-style-type: none"> Click Add and enter a number or partial number and wildcard (*) to allow for variants, for example, 555-555-5***. Click Remove to delete an Approved Fax Number.
Approved Users	Use to add users that can send faxes without approval. By default, the admin account selected. <ul style="list-style-type: none"> Click Add and select a user from the drop down list. Users must be setup under the Users menu to appear in the drop down list. Click Remove to delete an Approved User drop down list.
Reminders	Use this to send email reminders to all approvers when faxes are waiting approval. By default, there are three time intervals: 30 minutes, 60 minutes and 1440 minutes. <ul style="list-style-type: none"> Click Add and enter a time in minutes. Click Remove to delete a time.

Outbound Approval Report

Use this section to create and schedule fax approval reports that are sent to the Approvers.

Field	Description	
Enabled	Check this to enable Outbound Approval Reports.	
Report Format	Select either CSV or XML for the report format. CSV is the default.	
Schedule	Use these fields to schedule the report frequency. To select multiple entries, press and hold Shift or Control and click each entry you want to select or click and drag.	
	Minutes	To set intervals that are not on the hour, select minutes.
	Hours	Corresponds to the hours on a 24-hour clock.
	Day of Month	Select Every Day of Month or a specific date.
	Month	Select Every Month or specific months.
Day of Week	Select Every Day of Week or select specific days.	

Example Settings

Send a report every Sunday at 7:00 pm:	Send report at 11:00 pm on the first every month:
Minutes is set to 0	Minutes is set to 0
Hours is set to 19	Hours is set to 23
Day of Month is set to Every day of month	Day of Month is set to 1
Month is set to Every month	Month is set to Every month
Day of Week is set to Sunday	Day of Week is set to Every day of week

Cover Pages

Use this page to view or delete an existing cover page or import one you created.

Opt-Out

Phone	<input type="text"/>	Save
Fax	<input type="text"/>	
Cost Free	<input type="text"/>	

Cover Pages [Add](#)

PDF in version 1.4 format

Cover Page	Action
mts_template1.pdf	Delete
mts_template2.pdf	Delete
mts_template3.pdf	Delete

Opt-Out

If you using FaxFinder for advertising, use the Opt-Out section provide information for recipients to opt-out of faxes. Where of Opt-Out information appears on the page depends on which cover page template you use.

After making changes, click **Save**.

Field	Description
Phone	Enter a phone number that recipients can call to opt-out of faxes.
Fax	Enter a fax number that will accept out-out faxes.
Cost Free	Enter a cost-free method (email address, toll-free phone or fax number or Website) that recipients can use to be removed from your fax list.

Cover Pages

Use this section to add, view, or delete cover pages. FaxFinder uses PDF version 1.4 files for cover pages.

Field	Description
Cover Page	Links to available cover pages. Click on a file name to view the cover page.
Action	Click Delete to permanently remove a cover page from FaxFinder.

Adding a Cover Page

For details on creating cover pages, refer to [Appendix C – Creating Cover Pages](#).

1. Click **Add**.
2. Browse to a cover page PDF file.
3. Click **Add**.

Store & Forward Fax (T.37)

Store & Forward Fax allows users to send emails as faxes using the T.37 format in Microsoft Outlook. This section describes T.37 parameters, for more information on using T.37, refer to [T.37 Advanced Usage](#) in Appendix B.

Store & Forward Fax (T.37): Parameters	
Enable T.37	<input type="checkbox"/>
Require Authentication	<input type="checkbox"/>
Set User From Envelope Sender	<input type="checkbox"/>
Default Scheduling Priority	2 ▾
Maximum Tries	3
Interval Between Tries	300 secs
Email Fax Receipt	failure ▾
Fax Attachment with Receipt	PDF ▾
Include Cover Page	<input type="checkbox"/>
Default Cover Page	coverpage_MyCompany.pdf ▾
Use Email Body as Comments	<input type="checkbox"/>
Save	
Store & Forward Fax (T.37): Additional Hosts	
Add	
No additional hosts added	

Parameters

After making changes, click **Save**.

Field	Description
Enable T.37	Check to allow users to email faxes.
Require Authentication	Check to a valid username and password to use Store & Forward faxing.
Set User from Envelope Sender	Check to link faxes sent via T.37 emails with user accounts found in the FaxFinder Users menu. When FaxFinder matches a sender's email address with a FaxFinder user, it logs the fax as sent by that user. Also if you enable Include Cover Page, FaxFinder populates the cover page's sender information with the user's information.
Default Scheduling Priority	Set the default priority for store and forward faxing. Options are 0 to 5, with 0 being the highest priority. This setting is used when there are more faxes in the queue than there are available modems.
Maximum Tries	Enter the maximum number of times you want FaxFinder to fail sending an email fax before treating that fax as failed.

Field	Description
Interval Between Tries	Enter how long, in seconds, you want FaxFinder to wait between unsuccessful transmission attempts.
Email Fax Receipt	Set the condition that will trigger an email to the sender. Options are:
	Failure Receipts sent only if the fax fails.
	Always Receipt sent on completion, success or failure.
Never Receipts are never sent.	
Fax Attachment with Receipt	Attaches a copy of the sent fax with the email fax receipt. Use this drop down list to select the attachment format. Options are. PDF, TIFF, or None. Default is PDF.
Include Cover Page	Check this to include a cover page with Store & Forward faxes.
Default Cover Page	Select the cover page to use by default with Store & Forward faxes.
Use Email Body as Comments	Check this if you want the body of the email inserted as fax comments.

Additional Hosts

This section displays a list of additional hostnames and IP addresses that FaxFinder will accept email faxes from. For example, your hostname is example.faxfinder.com, but you also want to allow T.37 faxing from mycompany.faxfinder.com.

Action	Description
Edit	Opens the Edit Recipient Host page.
Delete	Remove the recipient host from FaxFinder.

Adding a Recipient Host

1. Click **Add**.

2. Enter the hostname or IP address and click **Save**.

Fax Log

Use this page to set the interval when the fax log files are deleted. By default, the logs are removed each day at midnight.

Field	Description	
Purge Logs Now	Click this to immediately delete log entries older than the current setting in the Only purge log entries older than field.	
Email Logs without Purging	Click to send the administrator the log files without deleting anything.	
Email Expired Entries to Administrator	Check this to send fax logs to the administrator as an email attachment before FaxFinder deletes them.	
Only purge log entries older than	Select an option from this drop down list so that FaxFinder does not purge more recent logs. To purge everything, set this to 0 days.	
Schedule	Use these fields to schedule when the logs should be purged. To select multiple entries, press and hold Shift or Control and click each entry you want to select or click and drag.	
	Minutes	To set intervals that are not on the hour, select minutes.
	Hours	Corresponds to the hours on a 24-hour clock.
	Day of Month	Select Every Day of Month or a specific date. To delete all fax logs on the 5 th of every month, set this to 5.
	Month	Select Every Month or specific months.
Day of Week	Select Every Day of Week or select specific days.	

Example Settings

Send a report every Sunday at 7:00 pm:	Send report 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>

Users

Users are people who have access to FaxFinder for sending faxes. Adding users to FaxFinder gives them access to global contacts and stores their individual contact lists.

FaxFinder Users								Add Import Export Delete All
Users for logging into the FaxFinder and sending faxes.								
Full Name	Username	Email	Phone	Fax	Organization	Include Cover Page	Default Cover Page	Action
Administrator	admin	admin@mtech.com			Org	No	mts_template3.pdf	Edit
testUser1	testUser1	testUser1@mtech.com	5	(555) 555- 2222		No	mts_template1.pdf	Edit Delete
test2	test2	test2@mtech.com		1111		Yes	mts_template3.pdf	Edit Delete

FaxFinder Users

Use the FaxFinder Users section to view, add, edit, or delete FaxFinder users. You can also import or export users.

The user table shows information entered when users were added or imported.

Action	Description
Edit	Opens the user edit page. You can edit user account information or the user's contact list.
Delete	Deletes the individual user. The admin account cannot be deleted.

Adding Users Individually

You can create users individually or import a list. To create an individual user:

1. Click **Add**.

Add FaxFinder User

Username	<input type="text"/>
Full Name	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Email	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Organization	<input type="text"/>
Include Cover Page	<input type="checkbox"/>
Default Cover Page	<input type="text" value="BareBoneCoverPage.pdf"/>

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"/>

2. Enter user information.

Field	Description
Full Name	Enter the user's full name. Appears on the FaxFinder User list.
Username	Enter name the user will enter when they login to send faxes. Appears on the FaxFinder User list.
Password	Enter a password for the user.
Confirm Password	Confirm the user password.
Email	Enter the user's email address. Appears on the FaxFinder User list.
Phone	The voice number used to contact the user regarding a fax they sent or received. Appears on the FaxFinder User list.
Fax	The user's fax number. Appears on the FaxFinder User list.

Field	Description
Organization	The user's company, if any. Appears on the FaxFinder User list.
Include Cover Page	Check this box to include a cover page when this user sends a fax.
Default Cover Page	Select the default cover page from the user drop down list.
Add Route/Fax Extension	Check this box and enter a fax extension number to route faxes sent to the fax extension number to this user's email address.

3. Click **Update**. Once a user account is created, click Edit for the user to add individual contacts. Refer to [Edit Contacts](#) for details.

The user can also add personal contacts. Refer to [Chapter 5 – FaxFinder Operation](#) for details.

Importing and Exporting Users

You can import a users list from a CSV file. If you are moving from one FaxFinder to another, you can export the user list in the correct format from the old unit and import it into the new one. Otherwise, you need a properly formatted CSV file.

CSV Import Format

The User CSV format has two record types, a user record and a contact record. Because the record type must be the first field in for each row in the CSV file, the user CSV file you import can include both types.

CSV files created through the Export function include header information in the first row; however, a header row is not required. Your file does need to conform to the sequence and format. If any of your data has apostrophes, commas, or quote marks, enclose the data in double quotes.

User Record

FaxFinder accepts a user record formatted as:

Type,Username,Password,Full Name,Email,Phone,Fax,Organization,Include Cover Page, Default Cover Page

Field	Notes
Type	Must be User
Username	An alpha numeric string without spaces
Password	An alpha numeric string without spaces
Full Name	Can include spaces
Email	
Phone	Any format accepted, for example, (###) ###-#### or ###-###-####
Fax	Any format accepted, for example, (###) ###-#### or ###-###-####
Organization	If not available, use "" to skip
Include Cover Page	T or F
Default Cover Page	PDF file name.

The following are user record examples:

User,john,my_password,John Smith,jsmith@acompany.com,612-555-1234,612-555-2222,"A Company, Inc.",T, cover7.pdf

User, joe, joe_password, Joe Doe, jdoe@workplace.com, 612-555-1234, 612-555-2222, Workplace, F, ""

Contact Record

FaxFinder accepts a contact record formatted as:

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

Field	Notes
Type	Must be Contact
Username	The username for user who the contact belongs to; an alpha numeric string without spaces
Contact Name	The contact's name; can contain spaces
Fax Number	The contact's fax number; any format accepted, for example, (###) ###-#### or ###-###-####
Organization	If not available, use "" to skip
Phone Number	The contact's phone number; any format accepted, for example, (###) ###-#### or ###-###-####

The following are contact record examples:

Contact,john,Fred Johnson,111-555-1000,Another Company,111-555-1001

Contact,joe>Contact 2,1234,Company 2,5678

The following example contains both user and contact records:

User,john,my_password,John Smith,jsmith@acompany.com,612-555-1234,612-555-2222,"A Company, Inc.",T, cover7.pdf

User, joe, joe_password, Joe Doe, jdoe@workplace.com, 612-555-1234, 612-555-2222, Workplace, F, ""

Contact,john,Fred Johnson,111-555-1000,Another Company,111-555-1001

Contact,joe>Contact 2,1234,Company 2,5678

Importing Users

1. Click **Import**.
2. Click **Browse** and select the file you want to import.
3. Select **merge** to append the file to the existing list. Select **replace** to replace the existing list with the list you import. Merge is the default.
4. Click **Import**.

Exporting a User List

1. Click **Export** and then click **Save**.
2. Browse to a destination and click **Save** the file as a CSV file.

Deleting Users

- Click **Delete All** to permanently delete all entries in the recipients list.
- Click **Delete** for an individual recipient to permanently delete that entry.

Editing Users

Click **Edit** to edit a user account or to edit a user's contacts or groups

Users <small>help</small>		Edit joes	
FaxFinder Users		Username	joes
Edit joes		Full Name	Joe Smith
Edit Contacts for joes		Password	••••••••
Edit Groups for joes		Confirm Password	••••••••
		Email	joes@mycompany.com
		Phone Number	555-651-5512
		Fax Number	555-651-5521
		Organization	My Company
		Include Cover Page	<input checked="" type="checkbox"/>
		Default Cover Page	SimpleFaxCoverPage.pdf
			Update

Edit User

Use this page to edit user information. You can edit every field except Username. Click Update to save changes.

Edit Contacts for username

Click **Edit Contacts for username** to add, edit, delete, or import contacts associated with the user. You can also export this users contact list as a CSV file. You can edit or delete each contact record.

If you are importing contacts through this page, use the [Contact Record](#) format. Note that if you import a record that matches the name of existing record, FaxFinder will overwrite the current information.

Edit Groups for username

Click **Edit Groups for username** to add, edit, or delete a user account from a group. Refer to [Personal Groups](#) or [Global Groups](#) for details about using groups.

User Options

If you want to allow any user to add to the Global Address book:

1. Click User Options.

User Options	
User can add to global address books	<input checked="" type="checkbox"/>
Save	

2. Check Users can add to the global address books.
3. Click Save.

Contacts

The Contacts page lists all available recipients for the current user. Use it to edit personal or global contacts or to associate contacts with groups.

Personal Contacts

The personal contact section shows all of the personal contacts added by the currently logged in user.

Contacts for admin				Add Import Export Delete All
Name	Fax Number	Phone Number	Organization	Action
Admin's Contact	763-555-8648	763-555-4684	Another Company	Edit Delete

This table displays information entered on the Add or Edit page.

Field	Description
Name	The contact's name.
Fax Number	This contact's fax number.
Phone Number	This contact's phone number.
Organization	The contact's organization.
Action	Click Edit to change a contact record or Delete to remove this contact.

Adding a Personal Contact

To add a personal contact:

1. Click **Add**.

Add Contact for admin

Name

Fax Number

Phone Number

Organization

2. Enter contact details.
3. Click Update.

Importing Personal Contacts

Users can import contact information from a CSV file. Refer to [Contact Record](#) for the proper CSV format.

Import Contacts from CSV

CSV File

Existing Contacts merge replace

1. Click **Import**.
2. Click **Browse** and select the CSV file you want to import.

3. Select **merge** to append the file to the existing list. Select **replace** to replace the existing list with the list you import. Merge is the default.
4. Click **Import**.

Exporting a Personal Contact List

1. Click **Export** and then click **Save**.
2. Browse to a destination and click **Save** the file as a CSV file.

Deleting Contacts

- Click **Delete All** to permanently delete all entries in the recipients list.
- Click **Delete** for an individual recipient to permanently delete that entry.

Global Contacts

Global Contacts				Add Import Export Delete All
Name	Fax Number	Phone Number	Organization	Action
Sales Dept	7635559637	7635559638	Our Company	Edit Delete

Global contacts are available to any FaxFinder user. By default, only the administrator can add global contacts. To allow any user to add contacts to the global list, refer to [User Options](#).

Fields and functions for global contacts are the same as those for personal contacts. Refer to [Personal Contacts](#) for details on entering contacts.

Personal Groups

Use groups to create a group of personal contacts for mass faxing. When you send a fax to a group, it is sent to every contact in the group.

The Personal Groups page displays all personal groups available for the current user.

Personal Groups for admin			Add Delete All
Name	Description	Action	
AllEmps	All Employees	Edit Delete	

There are two links available for personal groups: [Add](#) and [Delete All](#).

Field	Description
Name	The group's name.
Description	A brief group description.
Action	Click Edit to add or change group contacts or Delete to remove this group.

Adding a Group

To add a group and then add contacts to it:

1. Click **Add**.

Add Group for admin	
Name	<input type="text"/>
Description	<input type="text"/>
<input type="button" value="Update"/> <input type="button" value="Done"/>	

2. Enter a group **Name** and **Description**.
3. Click Update.
4. Click **Edit** for the new group.
5. Click **Add** under Contacts in Personal Group.
6. Select Personal or Global to select contacts on your personal contact list or the global contact list.
7. Check the boxes for each contact you want to add.
8. Click Add.

Global Groups

Groups contain multiple contacts. When you send a fax to a group, it sent to every on contact in the group. The Global Groups page shows groups that are available to all users.

Global Groups		Add Delete All
Name	Description	Action
SalesCusts	All Customers	Edit Delete

Fields and functions for global contacts are the same as those for personal contacts. Refer to [Personal Contacts](#) for details on entering contacts.

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.

Note: If you have a large number of contacts, the recipient information may take a several minutes to load.

Send Fax

Sender Information

Name

Organization

Phone Number

Fax Number

Email Address

Recipient Information

Find Recipient

Contact/Group

Name

Organization/Description

Fax Number

Phone Number

Name	Organization/Description	Fax	Phone	Action

Cover Page Information

Include cover page with this fax? Yes No

Select Cover Page

Subject

Comments

Attachments

.txt, .tif, .tiff, .pdf or .ps files

Attachment

Options

Max Attempts

Priority

Retry Interval seconds

Send a receipt

Fax Attachment with Receipt

You can also send a fax by logging into FaxFinder through a web browser. To do this:

1. Click **Send Fax**. Sender information fields will fill with your user information. Make changes as needed.

2. Enter the recipient information or select from an available drop-down contact list and click **Add Recipient**. Once you select a recipient from a contact list, the Recipient fields will be autofilled.
3. Select and fill out any information to be included as a cover page.
4. Browse to the file that contains the fax (use **Add Another Attachment** to add other documents).
5. Enter a subject and comments as needed.
6. Select any of the following options:

Field	Description	
Max Tries	Enter how many tries you want FaxFinder to attempt before aborting the fax.	
Priority	Select the transmission priority for this fax. The range is from <i>1st Priority</i> to <i>Low</i> . The default setting is <i>Medium</i> priority.	
Retry Interval (seconds)	Enter the number of seconds FaxFinder should wait between unsuccessful fax attempts. The default is 300 seconds.	
Send a Receipt	Set the condition that will send a receipt to the sender. Options are:	
	Failure	Receipts sent only if the fax fails.
	Always	Receipt sent on completion, success or failure.
	Never	Receipts are never sent.
Fax Attachment with Receipt	Attaches a copy of the sent fax with the email fax receipt. Use this drop down list to select the attachment format. Options are. PDF, TIFF, or None. Default is PDF.	

7. Click **Send Fax**. Leaving this screen before clicking Send Fax will clear all the data without sending the fax.

Logout

Click Logout to exit FaxFinder. After you logout, the login screen will reappear.

Chapter 4 – Client Software Installation

To use the FaxFinder to send faxes, install the FaxFinder client software on each user's computer and then associate it with a FaxFinder unit.

Note: You will need login with administrator rights to install the software.

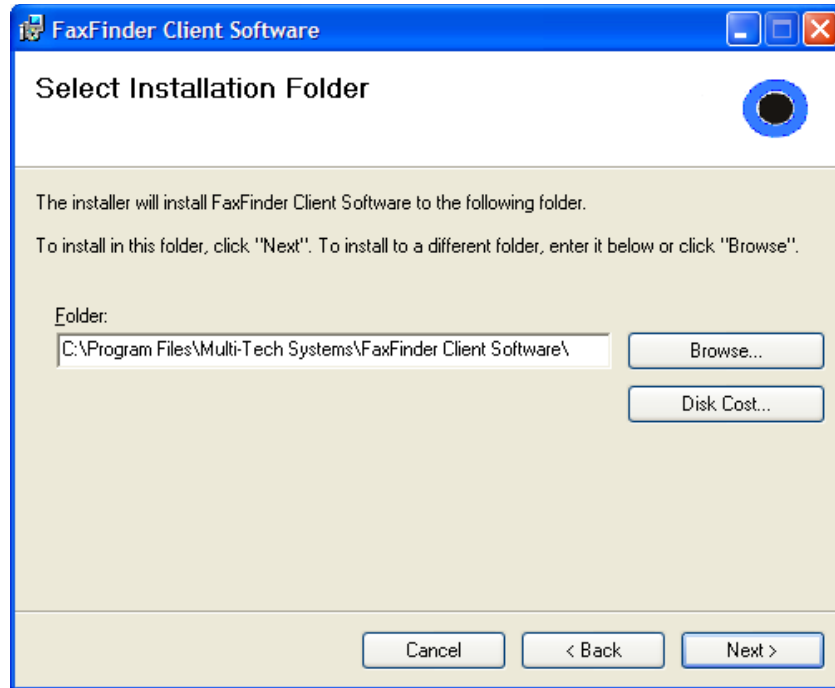
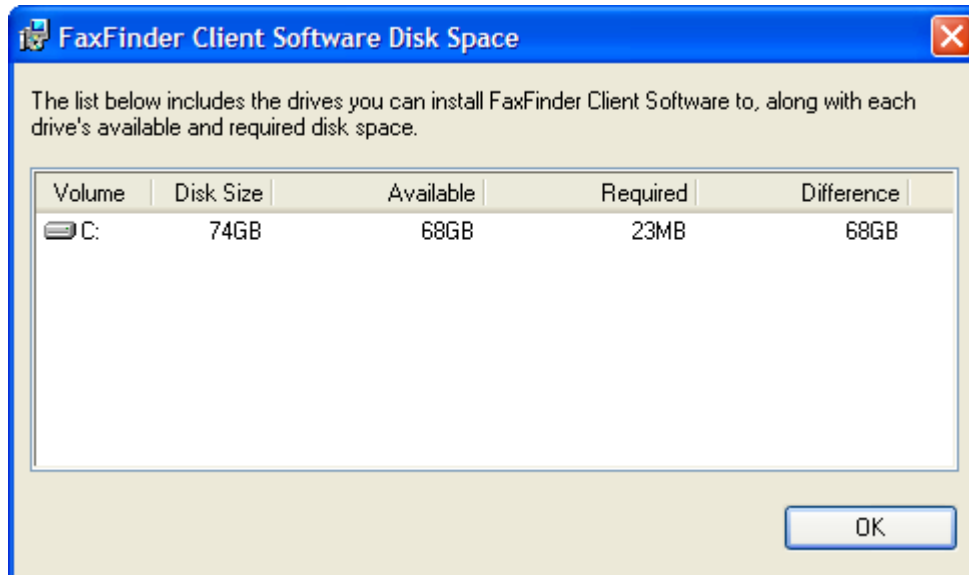
Installing the Software

Important: If you have old versions of any FaxFinder client software installed, uninstall that software before installing a new version. Use the Add or Remove Programs utility in the Windows Control Panel to uninstall.

To download the FaxFinder client software:

1. Go to the Multi-Tech Installation Resources website, www.multitech.com/setup/product.go.
2. Select your FaxFinder model from the **Choose your Product** drop down list.
3. Click **Software**. Check with your administrator if you do not know which version to download for your computer.
4. Double-click the link for the version you want to install.

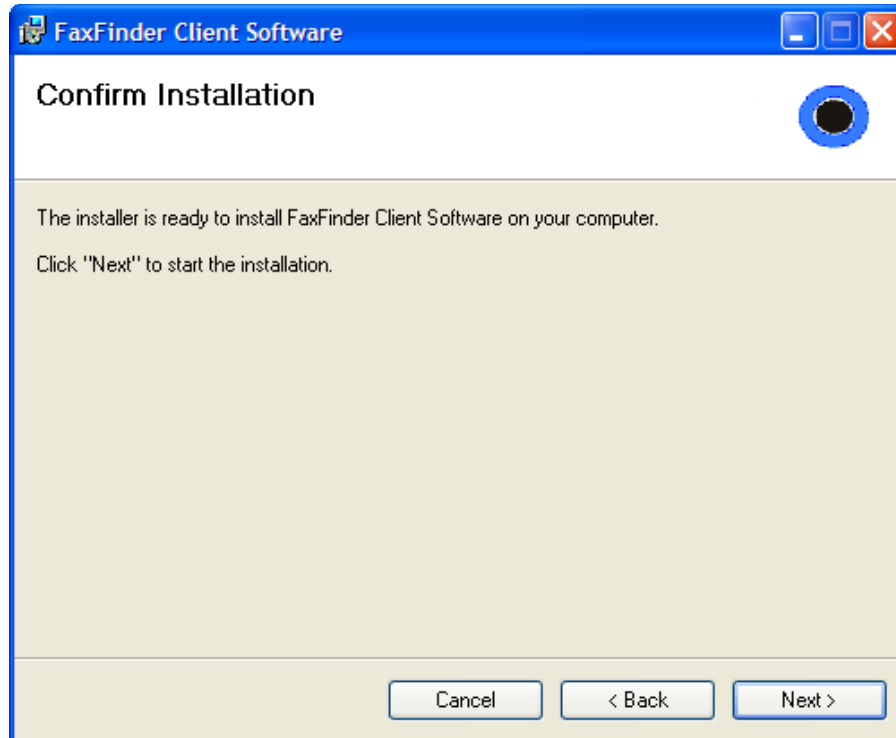


5. Click Next.**6. Browse location where you want install the FaxFinder client. In most cases, the default file location is recommended.**

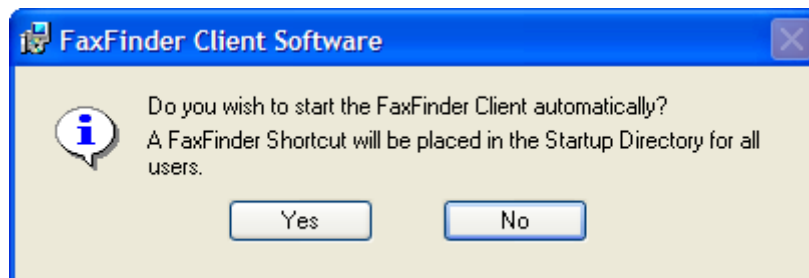
To determine if the selected location has adequate available space for the FaxFinder client, click on **Disk Cost**.

7. Click Next.

8. Click **Next** again to begin the installation.



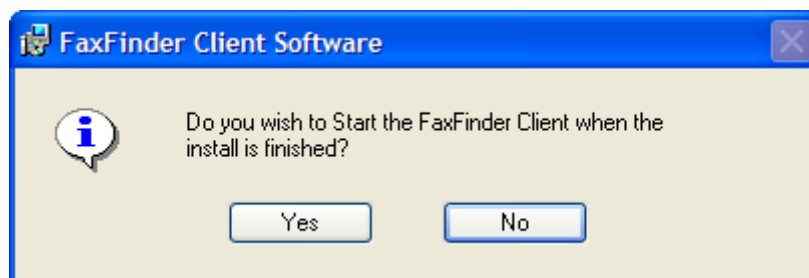
The Installing FaxFinder Client Software screen appears while files are copied. Then, the installer asks if you want FaxFinder to start automatically when you start your PC.



9. Click **Yes**, if a shortcut in the Startup directory.

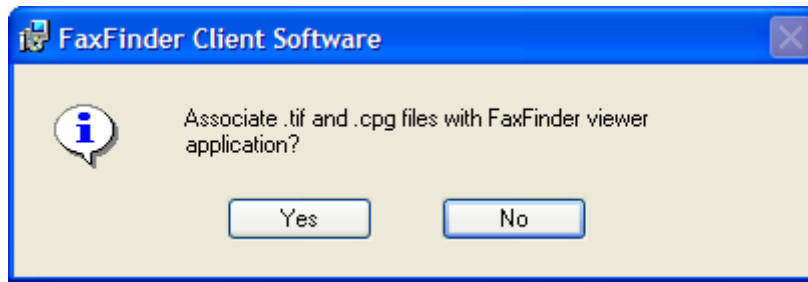
The installer asks if you want to start the FaxFinder client when the install is complete.

Note: This window does not pop-up during a Terminal Services installation.



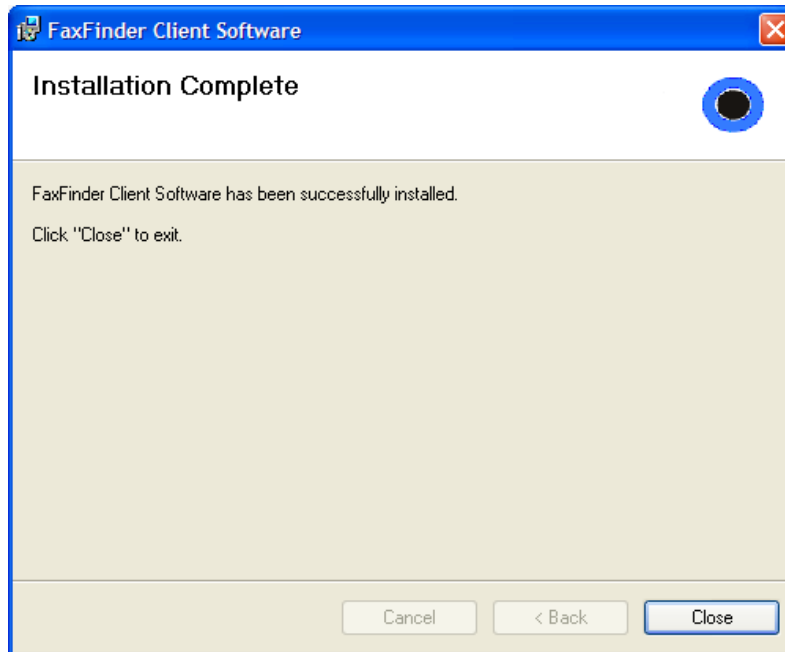
10. Select **Yes** to launch FaxFinder.

The installer asks if you want to associate .TIF and .CPG files with the Multi-Tech Tiff Viewer. If you select Yes, CPG files are associated with the legacy Cover Page software used with the FaxFinder x20 model series and can be ignored with FFx30 models.




11. Click **Yes** to use the Multi-Tech Tiff Viewer as the default for all .TIF and .CPG files.

Note: If TIF files are associated with another application, you will be prompted to Overwrite the existing settings. Click Yes to view all TIF files with the Multi-Tech Tiff Viewer or NO to continue using the current program.



12. Click **Close** when the installation is complete.

If you chose to have FaxFinder started after installation, the FaxFinder application icon, , will appear in your System Tray. To use the program, click the icon and select Show FaxFinder Client.

Push Installation to Client Computers

The FaxFinder Client installer is available as an MSI package. This allows remote installation using Microsoft Group Policy, SMS, and other third party tools. This installer can be run from the command line using the Windows Installer command `msiexec`.

Caution: Uninstall any older versions of FaxFinder before you install the current version.

Note: If you use Windows Vista or Windows Server 2008, turn off the User Account Control (UAC) feature to successfully push the installation.

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
```

For an example of remote software installation using Microsoft Group Policy, visit microsoft.com and search for Knowledge Base article number 816102.

FaxFinder Client Install Shield Mass Uninstall

An MSI package is available on the web site that can be used to mass un-install the previous version of FaxFinder Client

- Example command to uninstall the Install Shield FaxFinder Client in silent mode:

```
msiexec /i remove_installshield_faxclient.msi /q
```

Setting Usage Rights for the FaxFinder Printer

You will need to change some settings for the Windows Printer for it to work with FaxFinder.

For Windows Server 2003, Windows XP and earlier:

For the Windows account/user that is setup to use the printer:

- Enable print permission on the Windows account (regarding the printer's security properties).

For Windows Vista, Windows 7 and later:

For the Windows account/user that is setup to use the printer:

- Enable Print permission on the Windows account (regarding the printer's security properties).
- Enable Manage Printers permission on the Windows account

Associating the Software and a User with a FaxFinder

After installing the FaxFinder Client software, you must associate it with one or more FaxFinder units. This association allows faxes to be sent from a particular FaxFinder unit to the email inbox of your PC.


To associate the client software with one or more FaxFinder units, you need the following information for each FaxFinder:

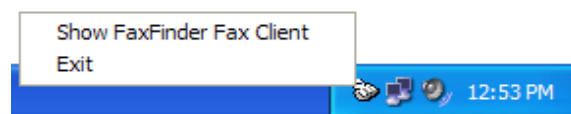
- IP address
- Username
- Password

Check with your administrator to determine which FaxFinder units to use with your computer.

Note: If you use multiple FaxFinder units, all units may have the same username and password or there may be a unique login for each.

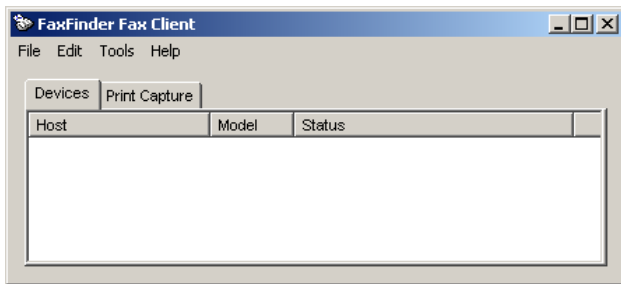
1. Start the FaxFinder Client, if it is not running.

- If you installed the software to launch when the computer boots up, the FaxFinder icon, , appears in the system tray in lower right corner.
- If the FaxFinder icon is not in the system tray, click **Start | All Programs | FaxFinder | FaxFinder Client**.

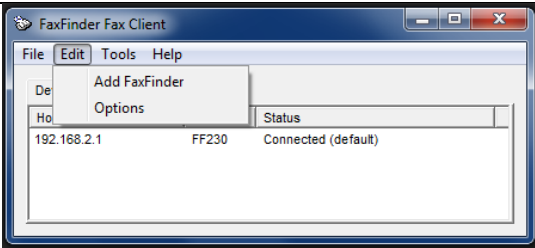
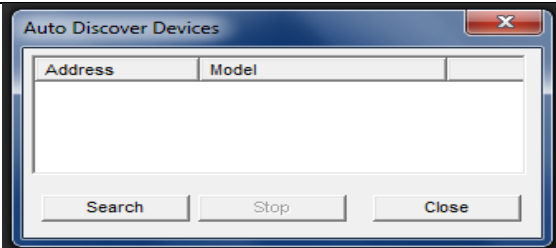


System Tray Icon

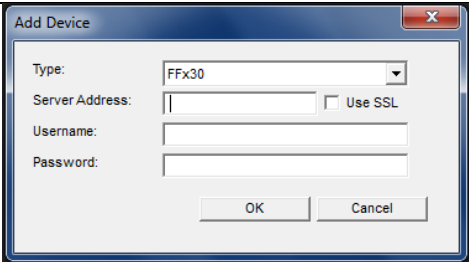
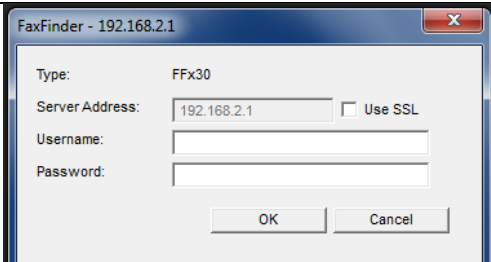
2. Click the FaxFinder Client icon, , and select **Show FaxFinder Fax Client**.



3. Add or Auto Discover Devices the FaxFinder.

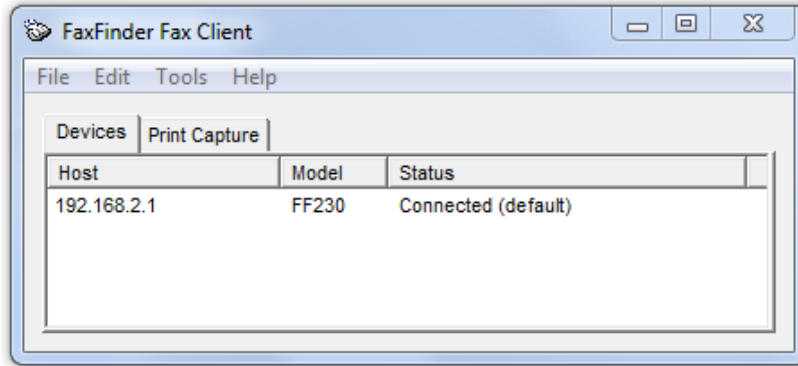
Add a FaxFinder Manually	Use Auto Discover Device
<p>If you have the IP address, click Edit and select Add FaxFinder to add the unit manually.</p>	<p>If you do not have the IP address, open Tools and select Auto-Discover Devices. Click Search to search the available network for available FaxFinder units. Right-click on a name or IP address to open a popup menu.</p>
	

4. Enter Device information.

Add a FaxFinder Manually	Use Auto Discover Device
<ul style="list-style-type: none"> e. Select the FaxFinder model family from the Type drop-down list. f. Enter the IP address in the Server Address field. g. If a secure login is required, check Use SSL. h. Enter the Username and password required by the device. 	<p>Auto Discover Device automatically adds the Type and Server Address.</p> <ul style="list-style-type: none"> i. If a secure login is required, check Use SSL. j. Enter the Username and Password required by the device.
	

Note: The username and password entered here must match the username and password entries in on the FaxFinder Server User Configuration list. Username and password are case-sensitive.

5. Click **OK**. A new FaxFinder entry appears on the Devices tab.



The device status should go from **Not logged in** to **Logging in** to **Connected**. If you are connecting to a FaxFinder x20, it shows **Idle** instead of Connected. If it shows **Login Failure**, either:

- The IP address or domain name is wrong. If so, delete the entry (right-click **DELETE**), and enter a new one;

or


- The Username/Password combination is wrong. Verify that the Username/Password you entered matches the Username/Password assigned to the client-user. To check, right-click on the FaxFinder listing on the **Device** tab and select **Properties**.

Note: Username and Password are case-sensitive.

Disassociating a FaxFinder Unit from the Client

Use this procedure if you need to remove a specific FaxFinder unit from the client. This procedure severs the tie between your PC and a specific FaxFinder unit so that you cannot use it to send faxes. However, you can receive faxes in email form from the FaxFinder server.

If you have multiple FaxFinders set up in the client software and only want to remove one, you will need to know the IP address of the FaxFinder you want to disconnect.

1. Click the FaxFinder Client icon, , and select **Show FaxFinder Fax Client**.
2. Right-click on the FaxFinder unit that you want to disconnect and select **Delete**.

Chapter 5 – FaxFinder Operation

There are several ways to send faxes through a FaxFinder. Which methods are available to you depend on how your administrator set up the unit. This section describes the Schedule Fax window and the different ways to send faxes.

Using the Schedule Fax Window

There are three ways to display the Schedule Fax window. In the FaxFinder client software:

- Go to **File | New Fax**.
- Double-click an item listed on the Print Capture tab.
- Right-click an item listed on the Print Capture tab and select **Fax**.

The Schedule Fax window is split into five panes:

- Device
- Schedule Options
- Recipients
- Documents
- Cover Page

At the bottom are buttons to Schedule or Cancel the fax.

The screenshot shows the 'Schedule Fax' window with the following details:

- Device:** FF230@
- Schedule Options:** Send: Immediately
- Recipients Table:**

Name	Fax Number	Organization
O'maly	51	
- Documents:** Fax Document.pdf
- Cover Page:**
 - Use Cover Page
 - Cover Page: mts_template3.pdf
 - Subject: Quote
 - Comments: Tom, Here is the quote you requested. Charlie

Device Pane



The drop-down list in this pane shows all the FaxFinder units associated with this PC. Use it to select the FaxFinder that you want to use to send the fax.

If the FaxFinder unit is unavailable, click Reconnect to try to re-establish the connection.

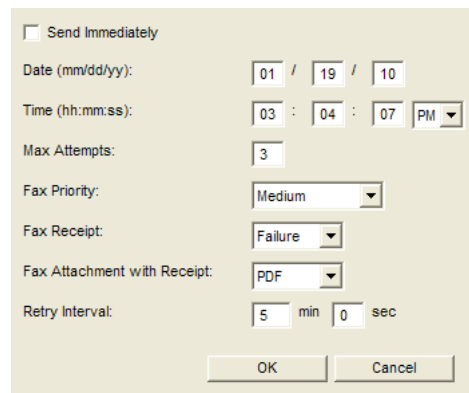
Schedule Options Pane



Send: Immediately is the default Schedule Option.

To enter a specific date and time for the fax to be sent, click **Options**. You can also set the maximum number of fax attempts, priority, and receipt options through the Options window.

Options Window



Send Immediately, Date, and Time

Send Immediately is checked and Date and Time grayed-out by default. Uncheck Send Immediately to enter the specific **Date** and **Time** that you want to send the fax.

Max Attempts

Enter the maximum number of times you want FaxFinder to try to send the fax to a recipient. The default value is 3.

Fax Priority

Select the fax priority from the drop-down list. Options are:

- 1st Priority
- High
- Medium/High
- Medium
- Medium/Low
- Low

The default is Medium.

Fax Receipt

Select when you want a receipt for this fax. Options are:

- Always, which sends a receipt with every fax attempt
- Failure, which sends a receipt only when a fax is not successful
- Never

The default is Failure.

Fax Attachment with Receipt

If you receive receipts as attachments, use this to select the attachment file format. Options are:

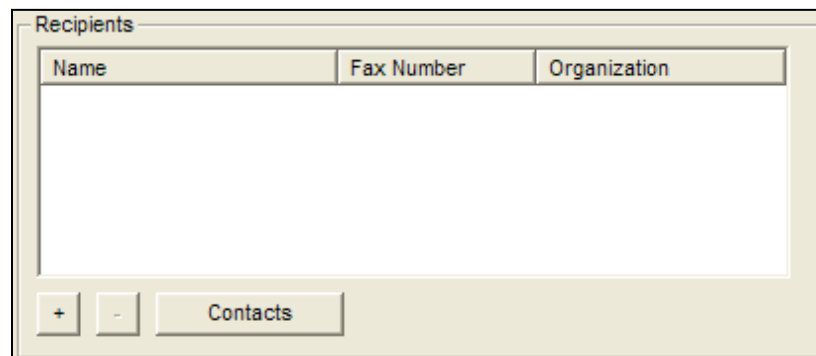
- None
- PDF
- TIFF

The default is PDF.

Retry Interval

Enter the interval between retry attempts when the fax does not complete. The default retry time is 5 minutes and 0 seconds.

Recipients Pane



Use this pane to view, add, or delete fax recipients.

For existing recipients, this pane shows the Name, Fax Number, and, if available, the recipient's organization. You cannot edit information through this screen. Click **+** or **Contacts** to add recipients or **-** to delete them.

Select Recipients from Available Contacts

Click **Contacts** to display the Select Contacts window. Use this to choose fax recipients from the users contacts affiliated with your user ID. If enabled on the FaxFinder client, the recipient list will include Microsoft Outlook contacts.

To select multiple contacts, press and hold the **Ctrl** key (to select contacts individually) or **Shift** key (to select a range of contacts) while clicking.

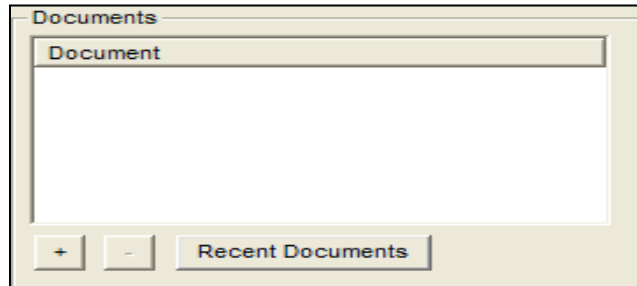
Add a Recipient

Click the **+** button to display the **Enter a Fax Recipient** window. Enter the recipient's name and fax number.

Delete a Recipient

Click on the recipient name you want to delete. Click the – button to delete. The software prompts you to confirm the deletion.

Documents Pane



This pane lists the document files attached to the fax. Use it to add or delete documents from this fax.

Add Documents

Click + to add a document to the fax transmission. The document must be a .TIF, .TIFF, .PDF, .PS or .TXT file.

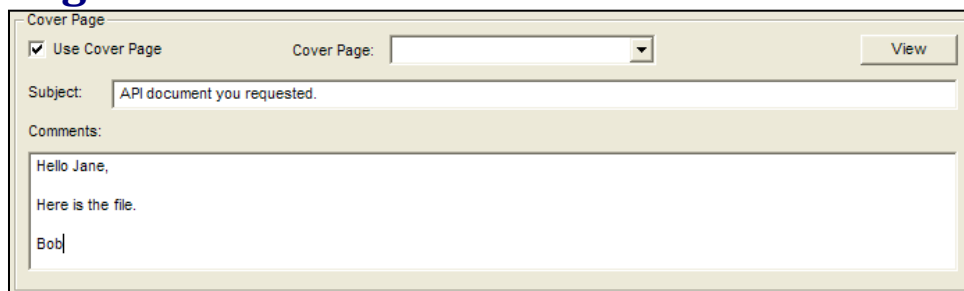
Delete Document

Click – to remove a document from the list. The software prompts you to confirm removal.

Recent Documents

Click **Recent Documents** to display a list of the most recent attachments. When you select an item in this list, an **Add** button appears. Click **Add** to attach the file to the current fax.

Cover Page Pane



Use this pane to attach a cover page to your fax.

1. Check the Use Cover Page check to include a cover page. When this box is checked, the Cover Page drop down list is available. This list includes cover page options for the FaxFinder unit.
2. Select a cover page and click **View** to display it.
3. Type a brief description in the **Subject** field.
4. Type a message in the **Comments** field.

Schedule the Fax




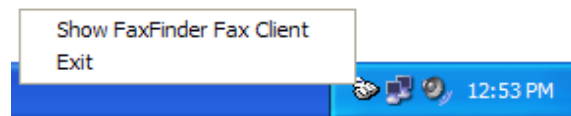
When your fax is ready, click **Schedule** to send the fax at the date and time specified in the Schedule Options pane.

To exit the Fax Schedule window and discard all changes, click **Close**.


Sending a Fax with Client Software

To use the FaxFinder client software to send your fax:

1. Start the FaxFinder client, if it is not running.
 - If you installed the software to launch when the computer boots up, the FaxFinder icon, , appears in the system tray in lower right corner.
 - If the FaxFinder icon is not in the system tray, click **Start | All Programs | FaxFinder | FaxFinder Client**.



System Tray Icon

2. Click the FaxFinder Client icon, , and select Show FaxFinder Fax Client.
3. Click **File** and select **New Fax** to open the Schedule Fax window.
4. Use the **Contacts** or + button on the Recipients pane to add fax recipients. Refer to [Recipients Pane](#) for details.
5. Use the **Recent Documents** or + button on the Document pane to attach the documents you want to fax. Refer to [Documents Pane](#) for details.
6. Highlight the file you want and click **Open**.
7. **Note:** If the file you want is not listed, verify that it is a .PDF, .TXT, or .TIF file.
8. Click **Options** to schedule the fax, set priority, receipt handling, or maximum attempts. Refer to [Scheduling Option Pane](#) for details.
9. Select and modify a cover page as needed. Refer to [Cover Page Pane](#) for details.
10. Click **Schedule** to send the fax.

Sending a Fax by Printing

Once the FaxFinder client software is installed on your computer and associated with a FaxFinder, you can use the Print function in other programs to send a fax.

To send a fax through another program:

1. Create the document that you want to fax and save it.
2. Select **Print**.

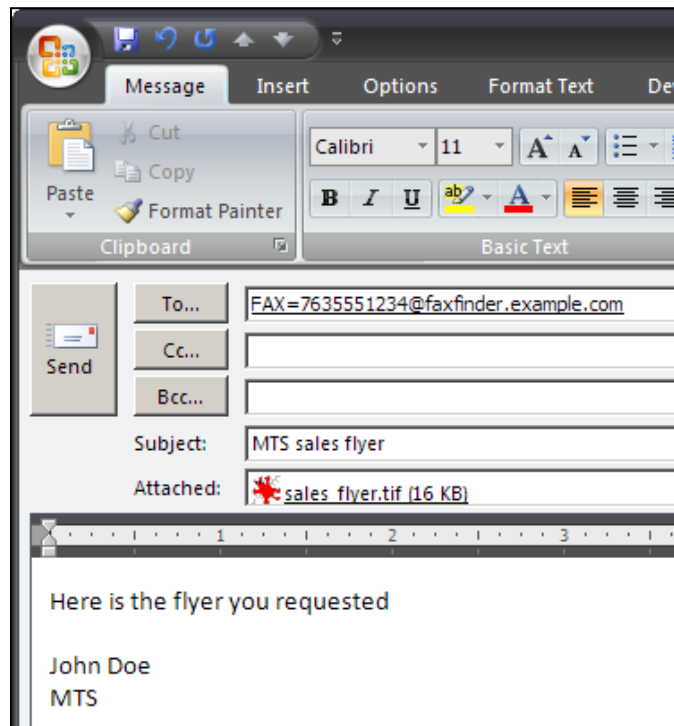
3. Select **Multi-Tech FaxFinder** as your printer and click **OK** (or Print depending on your program).
4. Right-click on the FaxFinder unit that you want to use and select **New Fax** to open the Schedule Fax window.
5. Use the **Contacts** or **+** button on the Recipients pane to add fax recipients. Refer to [Recipients Pane](#) for details.
6. FaxFinder attaches your document automatically. Use the **Recent Documents** or **+** button on the Document pane to attach any other documents you want to fax. Refer to [Documents Pane](#) for details.
7. Click **Options** to schedule the fax, set priority, receipt handling, or maximum attempts. Refer to [Scheduling Option Pane](#) for details.
8. Select and modify a cover page as needed. Refer to [Cover Page Pane](#) for details.
9. Click **Schedule** to send the fax.

Sending a Fax from Email (T.37)

You can send an email as a fax using the T.37 format in the To field in Microsoft Outlook. You will need the domain name of the FaxFinder unit and the recipient's fax number.

To send a fax by email:

1. Enter the recipient's fax number in the **To** field in the following format:
FAX=#####@FaxFinder domain name. For example the image below shows
FAX=7635551234@faxfinder.example.com.



2. Add your message and any attachments.
3. Click **Send**.

Sending a Fax from the FaxFinder Web Interface

You can also send a fax by logging into FaxFinder through a web browser. To do this:

1. Type the FaxFinder's IP address in the browser's address bar and press **Enter**.
2. Use the links to access the Send Fax page. Your browser may display security warnings. Click Yes to process in Internet Explorer. Firefox may require you to add an exception for the FaxFinder's IP address.
3. Enter your Username and Password.
4. Click **Send Fax** at the top of the page. Sender information fields will fill with your user information.
5. Enter the recipient information or select from an available contact list and click **Add Recipient**.
6. Select and fill out any information to be included as a cover page.
7. Browse to the file that contains the fax (use **Add Another Attachment** to add other documents).
8. Select any options for this fax.
9. Click **Send Fax** at the bottom left of the screen.

Send Fax by Web API

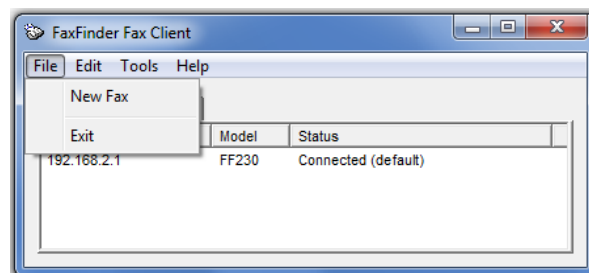
FaxFinder also allows users to create custom APIs to use for faxing. This option would be unique to your organization, refer to the FaxFinder Web Services API Developer Guide.

Using the Client Software

This section describes the FaxFinder client commands, tabs, and screens. It includes adding contacts and configuring the software.

File Menu

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



New Fax

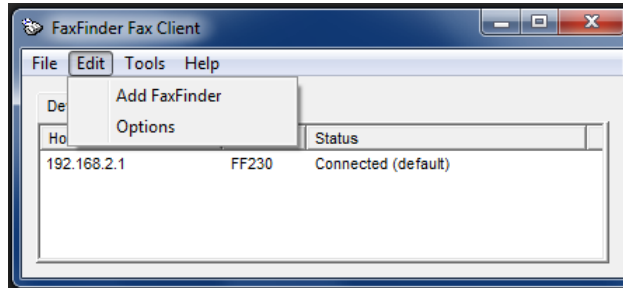
Select this option to open the Schedule Fax window and send a fax. Refer to [Using the Schedule Fax Window](#) for details.

Exit

Select this to close the FaxFinder client. You will be prompted to confirm that you want exit.

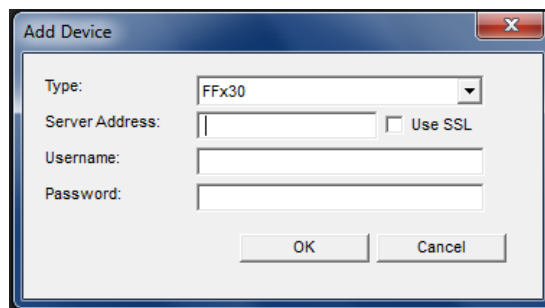
Edit Menu

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



Add FaxFinder

Use **Add FaxFinder** to add a new FaxFinder unit to your client software.



1. Select the FaxFinder model family from the Type drop-down list.
 - FFx30 for the FF130, FF230, FF430 and FF830
 - FFx20 for the FF120, FF220, FF420 and FF820
 - FFx40 for the FF240

2. Enter the IP address in the Server Address field.
3. If a secure login is required, check Use SSL.
4. Enter the Username and password required by the device.

Note: The username and password entered here must match the username and password entries in on the FaxFinder Server User Configuration list. Username and password are case-sensitive.

5. Click **OK**. A new FaxFinder entry appears on the Devices tab.

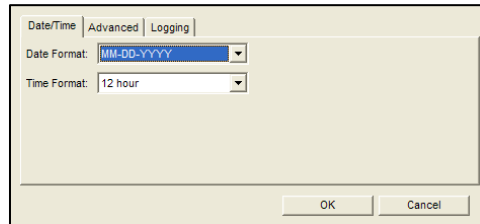
Options

Use Options to configure the FaxFinder client. The Options page has three tabs.

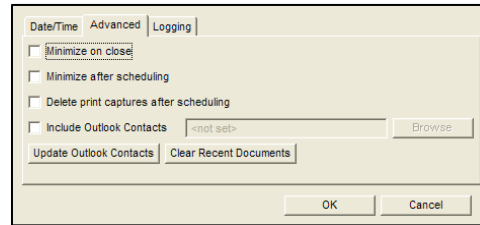
- Click **OK** to save your changes.
- Click **Cancel** to Cancel any changes made.

Date/Time Tab

Use the Date/Time tab to set the date and time formats for the fax header.



Advanced Tab



Minimize on Close

Check **Minimize on close** if you want the Send Fax window to minimize automatically when you close the window.

Minimize After Scheduling

Check **Minimize after scheduling** if you want the Send Fax window to minimize automatically when you schedule a fax.

Delete Print Captures After Scheduling

To save on disk space, check **Delete print captures** to delete print captures after they are scheduled.

Include Outlook Contacts

If Outlook 2000 or newer is your email program, check **Include Outlook Contacts** to add your email contacts to FaxFinder automatically. If Outlook is not in the default directory, use the Browse button to identify the correct folder.

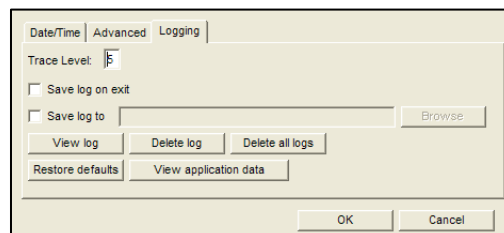
Update Outlook Contacts

If **Include Outlook Contacts** is checked, you can click **Update Outlook Contacts** to update the entire your contact list. This ensures that FaxFinder and Outlook are synchronized. By default, FaxFinder only tracks additions and changes automatically. FaxFinder will prompt you to confirm the update.

Clear Recent Documents

Click **Clear Recent Documents** to delete the list of recently sent faxes. FaxFinder will prompt you to confirm the update.

Logging Tab



Trace Level

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

Save Log on Exit

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

Save Log to

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.

View Log

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

Delete Log

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

Delete All Log

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

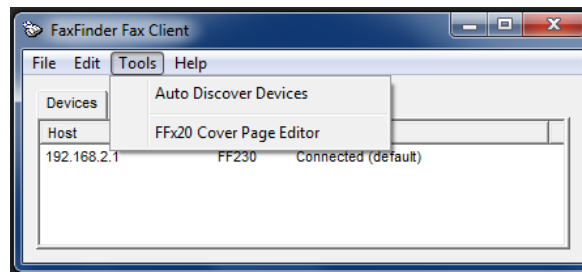
Restore Defaults

Click **Restore Defaults** to restore the log settings to factory defaults.

View Application Data

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

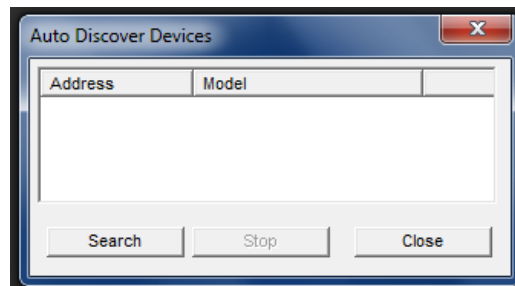
Tools Menu



Auto Discover Devices

To have the client software search the network for active FaxFinder units:

1. Select Auto Discover Devices.



2. 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.

3. Right-click on a device and select **Add**. Auto Discover Device automatically adds the Type and Server Address.
4. If a secure login is required, check **Use SSL**.
5. Enter the **Username** and **Password** required by the device.

FFx20 Cover Page Edit

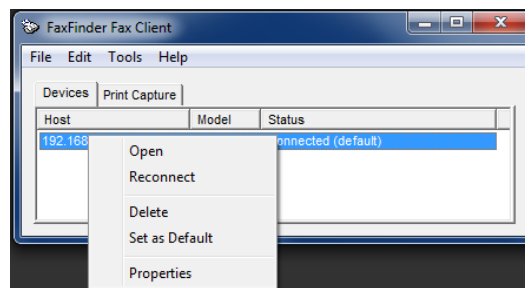
If you have any FaxFinder x20 models, select this option to open the FaxFinder x20 Cover Page Editing software that was installed with the client. The software allows you to edit existing cover pages or create entirely new ones for the FaxFinder x20 models only.

Devices Tab (Main Window)

The Devices tab shows all FaxFinder units associated with the client software. For each unit, it shows:

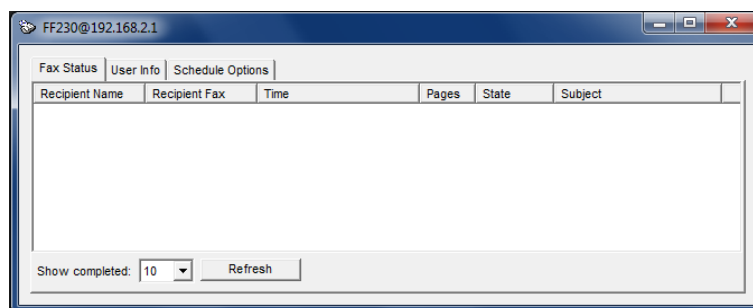
- Host, which is the name or IP address of a FaxFinder unit
- Model, which is the model number of the FaxFinder unit
- Status, which indicates the current the connection state and identifies the default unit

Right-clicking on a name or IP address to opens a popup menu.



Open

Select Open to launch the FaxFinder summary window.



Fax Status Tab

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

User Info Tab

This tab lists your FaxFinder user information and allows you to view contacts. You can update your user information through this tab.

- Name, Email, Organization, and Phone and Fax numbers are text fields. Click on a field to edit the contents.
- To include a cover page with every fax by default, check **Include Cover Page**. Select a **Default Cover Page** from the drop down list. .
- Click **View Contacts** to see your contact list.
- Click Update **Contacts** to synchronize your contact list with your Outlook contact list.
- If you make changes, click **Save** to save changes on the FaxFinder unit.
- Click **Retrieve** to query the FaxFinder unit for the current user information and update the information displayed in the client software.

Schedule Options Tab

In the options tab you can change the default. If you change settings, click **Save**.

Max Attempts

Enter the maximum number of times you want FaxFinder to try to send the fax to a recipient. The default value is 3.

Fax Priority

Select the fax priority from the drop-down list. Options are:

- 1st Priority
- High
- Medium/High
- Medium
- Medium/Low

- Low

The default is Medium.

Fax Receipt

Select when you want a receipt for this fax. Options are:

- Always, which sends a receipt with every fax attempt
- Failure, which sends a receipt only when a fax is not successful
- Never

The default is Failure.

Fax Attachment with Receipt

If you receive receipts as attachments, use this to select the attachment file format. Options are:

- None
- PDF
- TIFF

The default is PDF.

Retry Interval

Enter the interval between retry attempts when the fax does not complete. The default retry time is 5 minutes and 0 seconds.

Reconnect

Select **Reconnect** to try to reconnect your computer to the selected FaxFinder.

Delete

Select this to delete the FaxFinder unit from this client. You will be prompted to confirm the deletion.

Set as Default

Select **Set as Default** to make the unit the default for sending faxes through this client.

Properties

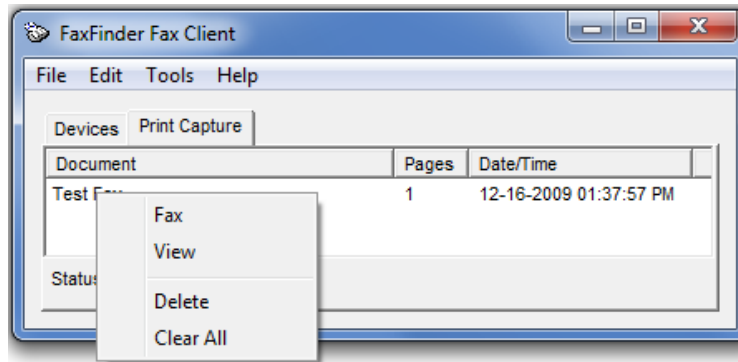
Select **Properties** to display a window showing the FaxFinder type, the IP address, your username and password. The password is replaced by asterisks for security. You can also check or uncheck SSL.

Print Capture Tab (Main Window)

Faxes sent using the Print to FaxFinder option are listed on this tab. For each print capture, it shows:

- Document, which is the name of the document
- Pages, which shows the number of pages to be faxed
- Date/Time which indicates when the print capture was sent to FaxFinder.

You can change parameters through the popup menu that appears when you right-click on a document.



Fax

Select **Fax** to open the Schedule Fax window to change any parameters and schedule your fax for a specific time or send it immediately. Refer to [Using the Schedule Fax Window](#) for details.

View

Select **View** to open a TIFF file of the document. If you associated TIFF files with the Multi-Tech TIFF Viewer during installation, that program that will open the file.

Delete

Select **Delete** to permanently delete the document from the client software.

Documents on the Print Capture tab will be listed until they are either manually deleted with this command or you have configured the client to [delete print captures after they are scheduled](#).

Clear All

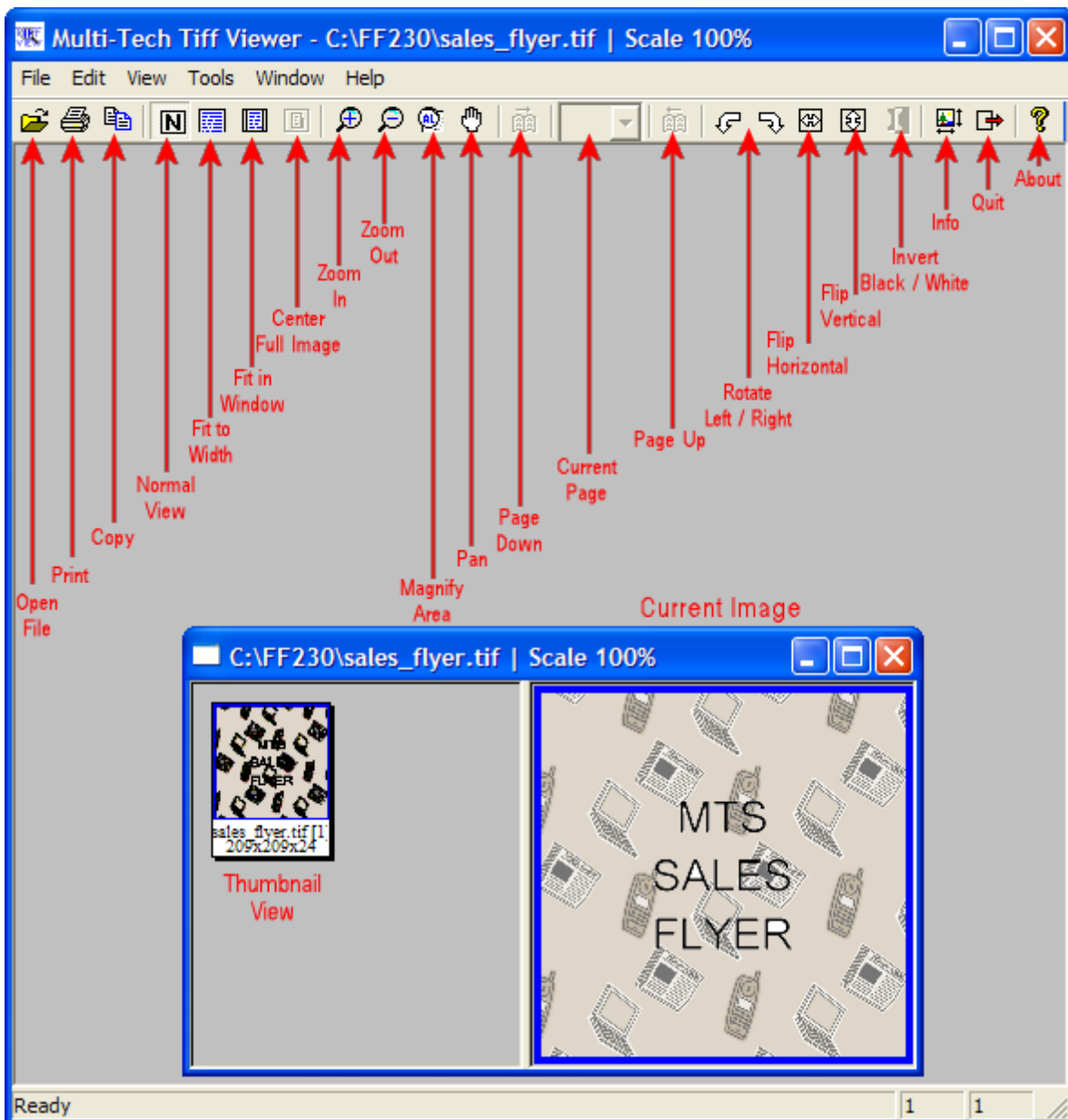
Select **Clear All** to clear the list in the Print Capture tab.

Chapter 6 — Using the Multi-Tech Tiff Viewer

Use the Multi-Tech Tiff Viewer to view faxes as an image. You can view thumbnails, zoom, magnify, scroll, and rotate the fax image. You can also use it to manipulate and alter the graphic files.

Toolbar Icons

The diagram below shows the toolbar icons.



Icon	Function
Normal View	Restores the image to the normal view.
Fit to Width	Resizes the image to fit the width of the viewer window. You may need to pan down to see the length of the document.
Fit in Window	Fits the entire image in the viewer window.
Center Full Image	Centers the image in the viewer window.
Copy	Use to copy the fax file and insert it into a different program. Click Copy to save the current image to the Windows Clipboard. It can then be pasted into another program or document.
Pan	(Omni-Directional Scroll). Click the Hand icon to pan through the image. Then hold down the mouse button and drag the mouse to move the image.
Zoom in (+)	Click to increase image size.
Zoom in (-)	Click to decrease image size.
Magnify Area	<p>(Spot Magnifying Glass). Click on the area you want to magnify. If you hold the mouse button down, the mouse pointer will become a rectangle that shows a magnified view of the area. If you drag the mouse, the area in the magnifier will update to magnify the content currently under the mouse pointer.</p> <p>This function opens a secondary window that shows the magnified area. You can adjust the size of this window by dragging on its borders. Relocate this window by putting the clicking inside the window and dragging it to a new position.</p>
Page Up/Page Down	Use these to page through a multiple page fax document.
Current Page	Shows the current page number. To change pages, select a page from the drop down list.
Rotate Left/Right	Click to rotate the document by 90 degrees to the left or right.
Flip Horizontal	Flips the image horizontally.
Flip Vertical	Flips the image vertically.
Invert Black/White	Reverse the colors on black and white images. Disabled for color TIF files.
Info	Displays information about image, including file name and path, compression, dimensions, colors, and resolution.

Thumbnail View

The thumbnail image on the left of the viewer window shows a small version of the current image as well as the dimensions. Left-click on the thumbnail image to reset the current image to the original. This will not undo any changes that were saved.

Appendix A – Troubleshooting

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

- Verify that the Admin PC is 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 FaxFinder replies to the ping and you are still unable to view the FaxFinder web page, contact Multi-Tech Technical Support on our portal at <https://support.multitech.com>.

- To check the IP address of the FaxFinder, 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." This may be caused by any of the following:

- [The name server cannot be resolved](#)
 - [The mail server cannot be contacted](#)
 - [The client PC running the mail software cannot connect to the mail server](#)
 - [The administrator's email address may be missing or incorrect](#)
 - [The email server does not support SMTP](#)
 - [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.](#)
- The name server's address could not be resolved** (that is, the FaxFinder unit could not contact your name server) during transmission.
 - Contact FaxFinder 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, 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.

b. The mail server is not running or cannot be contacted from the FaxFinder unit.

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. Contact Multi-Tech Technical Support on our portal at <https://support.multitech.com>.

c. The client PC running the mail software cannot connect to the mail server.

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

d. The administrator's email address may be missing or incorrect.

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

e. The email server does not support SMTP.

- Use secure shell to contact the FaxFinder 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 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.

f. A discrepancy exists between FaxFinder System Configuration | SMTP settings and the email server's User ID and/or Password requirements in establishing authentication with the FaxFinder.

Some email servers require a User ID and Password and reject authentication if they have not been provided. Other email servers do not require a User ID and Password and will reject authentication if a User ID and Password are included.

- Consult with your email server's administrator its User ID/Password requirements for authentication. Then configure the FaxFinder's **System Configuration | SMTP** 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.

The FF130 and 230 models have a reset switch instead of a power switch. If the hardware is unresponsive:

- Use a straightened paper clip to push the recessed button and reset the hardware.

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

During a test call, if you do not see the Waiting for Ring state change to the Waiting for Connect State in the **Status & Logs | Fax Status** page and you do not hear modem dialup/negotiation tones:

- a. Situate yourself in a place where you can see the FaxFinder unit and, simultaneously, use a phone on a regular POTS line.
- b. Use the POTS phone to dial one of the FaxFinder phone numbers.
- 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 the flash is often too brief to notice. Listening for the fax tones is the best method for troubleshooting.

5. SMTP Error Code List

Many messages now contain the email server's last response. You can look up these SMTP error codes on the Internet Engineering Task Force RFC repository at ietf.org.

6. Dealing with Failed Fax Reports

Occasionally clients receive email messages from FaxFinder about faxes that failed partially or entirely. Some or all of the faxed pages arrive in a form that cannot be read. FaxFinder-generated emails of failed faxes include 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 help the FaxFinder administrator and Multi-Tech Tech Support preventing future errors.

When analyzing the modem log files from failed faxes:

- 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

- 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”).
- Contact Multi-Tech Technical Support on our portal at <https://support.multitech.com>.

Appendix B – Customization

T.37 Advanced Usage

For individual faxes, use these commands to override settings entered in the administrator or user web interface. Many options for using email to fax (T.37) follow the Request For Comment (RFC) standards provided by the IETF. Some of these options are briefly described here. For more in-depth descriptions, refer to the IETF website (www.ietf.org).

To use T.37 to send faxes, you must enter one or more options in the format option=value. You can use multiple options if you divide them with a forward slash (/). Enter options text exactly as shown to trigger the event. Values are the variables allowed by the command.

Options

FAX=number

- Number is the fax number to dial
- Required, all other settings are optional

Example:

```
FAX=555-1234@example.test
```

COVER-PAGE-ENABLED=true|false

Example:

```
FAX=5551234/COVER-PAGE-ENABLED=false@example.test
```

COVER-PAGE-NAME=name

- Name is the FaxFinder cover page filename

Example:

```
FAX=5551234/COVER-PAGE-NAME=mts_template2.pdf@example.test
```

ATTN=name

- Name is the fax recipient's name; it appears on the cover page.

Example:

```
FAX=5551234/ATTN=John Smith/COVER-PAGE-ENABLED=true@example.test
```

ORG=name

- Name is the organization the fax is being sent to; it appears on the cover page.

Example:

```
FAX=5551234/ORG=Multitech Systems@example.test
```

INLINE-COMMENTS=true|false

- If inline comments are true, the first part of the message body is used as cover page comments. If false, it is not. By default, this is true. Change this by setting /INLINE-COMMENTS=false.

Example:

```
FAX=5551234/INLINE-COMMENTS=false@example.test
```

FAX-PRIORITY=0-5

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

Example:

```
FAX=5551234/FAX-PRIORITY=5@example.test
```

RECEIPT=always|failure|never

- Controls when an email receipt for the fax is sent to the sender:
 - always means send an email receipt for successful and failed faxes
 - failure means only send a receipt if the fax failed to send
 - never means don't send any receipt

Example:

```
FAX=5551234/RECEIPT=failure@example.test
```

RECEIPT-ATTACHMENT=pdf|tiff|none

- Determines the receipt format and if FaxFinder sends email receipts to the sender.
- pdf attaches the sent fax in PDF format to any email receipts
- tiff attaches the sent fax in TIFF format
- none does not attach the sent fax

Example:

```
RECEIPT-ATTACHMENT=pdf
```

Multiple Options Example

The following example shows the format to use when combining multiple variants for sending a fax. Using these commands will override the settings on the T.37 configuration page.

Parameters

Send a fax to the phone number 111-555-1234 with a cover page noting the recipient as “John Smith” at the company “Multitech”.

String of T.37 options:

```
FAX=111-555-1234/COVER-PAGE-ENABLED=true/ATTN=John Smith/ORG=Multitech@example.test
```

Relaying

To send faxes through an MTA such as mail.multitech.com, then mail.multitech.com needs to be configured to forward mail to the FaxFinder for a domain that FaxFinder will accept mail for.

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

Appendix C – Creating Cover Pages

Creating Cover Pages for FFX30

FaxFinder x30 models use PDF forms for cover pages. FaxFinder fills out the form fields with information specific to the fax and inserts the PDF as the first fax page. To do this, the field names used in the cover page form must match exactly with the field names that FaxFinder uses. FaxFinder x30 models fill in text fields and ignore most formatting.

For best results make your form as simple as possible. Send test faxes to verify that the formatting is correct. FaxFinder pre-installs examples that you can use as a starting point for designing new cover pages.

Note: FaxFinder x20 uses .CPG files for cover pages. If you have a FaxFinder x20, refer to [Using the Legacy Cover Page Generator](#) for more information.

Tips:

- Make sure your text fields are large enough to fit the information that you want to display. If the text is too long for the field, it will be truncated.
- Choose a standard font of reasonable size.

The following software has been used successfully to create PDF cover page forms for FaxFinder:

- Scribus version 1.3.3.8 or greater
- OpenOffice
- Adobe Acrobat Pro

Text Field Names and Descriptions

FaxFinder x30 models recognize the following field names. Your document should match the field titles exactly.

Field	Description
date	Current date and time
rcpt_name	Recipient's name
rcpt_fax	Recipient's fax number
rcpt_phone	Recipient's phone number
rcpt_org	Recipient's organization
sender_name	Sender's name
sender_org	Sender's organization
sender_fax	Sender's fax number
sender_phone	Sender's phone number
sender_email	Sender's email address
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	Fax subject
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

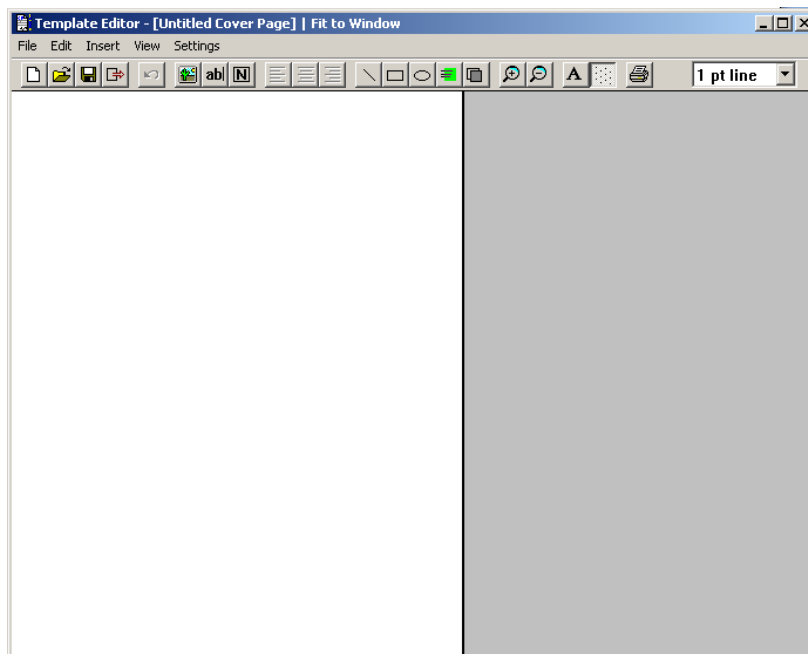
Using the Legacy Cover Page Generator

Use the Cover Page Generator to create cover pages for FaxFinder x20 models only. You can also use existing cover page templates.

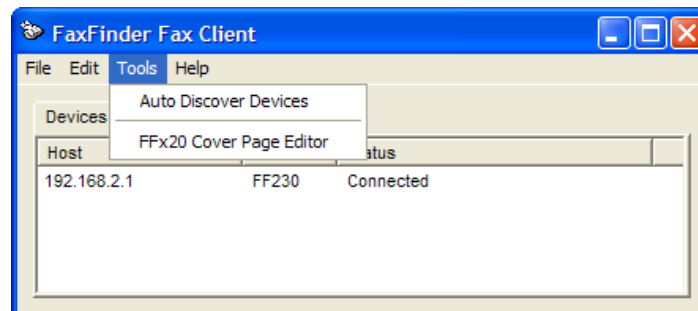
Note: FaxFinder x30 uses PDF formats for cover pages and the .CPG files created by this software are not compatible with the newer FaxFinder models.

Creating New Cover Page Templates (FFx20)











1. Click **Start | Programs | FaxFinder Client Software | Cover Page Generator** to open the program.




You can also open the program through FaxFinder Fax Client software; click **Tools | FFx20 Cover Page Editor** and select a CPG file. Click to design a new cover page.




2. Select and place objects for your cover page template.

Icon	Objects	Description
	Image	Use to add a BMP or TIF file to your cover page template. Click the edges and drag to resize the image.
	Field Text/Edit Box	<p>Use to add an automated field. FaxFinder automatically fills in these fields from data in the FaxFinder address book, the Send Fax Window, the sender's PC, or the remote fax sender.</p> <p>When you create a new Edit Box:</p> <p>3. Double-click on it to open the Properties window.</p> <div data-bbox="841 604 1190 842" data-label="Image"> </div> <p>4. Enter a title and select a type from the drop down list. Type tells FaxFinder which data belongs in this field. Refer to the Automated Fields table for details.</p> <p>5. Click OK.</p>
	Static Text	Use to add static text, such as labels for the automated fields.
<p>Notes: Draw the static or edit text box large enough for your text or it will be cropped.</p> <p>Use  to left justify, center, or right justify static or automated text.</p> <p>Use  to change the font for static or automated text.</p>		
	Line	Use to add lines, for example to add a line below an automated text field.
	Rectangle	Use to add a box.
	Ellipse	Use to add a circle or oval.
<p>Note: Use the Line Size drop down list to set the line width for lines, rectangles, or ellipses.</p> <div data-bbox="354 1434 500 1476" data-label="Image"> </div>		
	Hilite	Not supported.
	Filled Object	When this is toggled on, any rectangles and ellipses you create will have black fill.

- 6.** Click the Save icon, , to save the file to the \Application Data\Multi-Tech Systems\FaxFinder Client Software\Cover Pages folder for your operating system. (For Windows 2000, this will be C:\Winnt \ Profiles \ <username> \. For Windows XP, this will be C:\Documents and Settings\<username>\.) The CPG file must be in this folder so that the FaxFinder client software can find it.

The CPG file will be available through the Cover Page drop down list in the Send Fax window.

Tips


- Include information about the sender and recipient.
- Add a static text label for each edit box that you create for automated text.
- Use the grid to line up objects in columns or lines. To toggle the grid on or off, click . When toggled off, you can place objects anywhere.
- Use the Multi-Tech Tiff Viewer program to preview and print your cover page template.
- Use the **Delete** key to remove the selected object. Use **Ctrl + z** to undo a change.

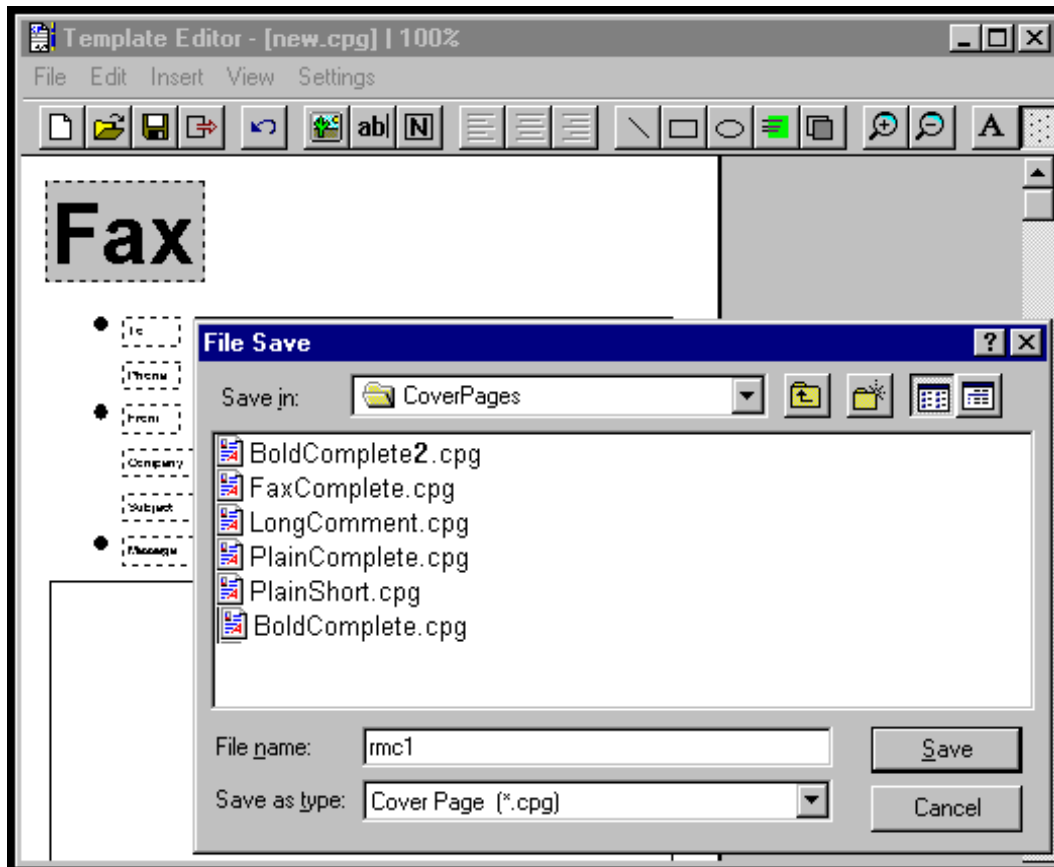
Automated Fields


FaxFinder supports the automated field types listed in the table below.

Object Type in Template Editor	Source of Info Placed in Field	Description
User Name	FaxFinder Client, Add Device Address	User Name within FaxFinder system
From Name	FaxFinder Client, User Info tab	Sender's Name
From Company Name	FaxFinder Client, User Info tab	Sender's Company Name
From Phone	FaxFinder Client, User Info tab	Sender's Voice Phone Number
From Fax Number	FaxFinder Client, User Info tab	Sender's Fax Number
Destination Name	FaxFinder Client, Contact or Send Fax	Recipient's Name
Destination Company Name	FaxFinder Client, Contact	Recipient's Company (Organization) Name
Destination Phone Number	FaxFinder Client, Contact	Recipient's Voice Phone Number
Destination Fax Number	FaxFinder Client Contact or Send Fax	Recipient's Fax Number
Date	client's PC	Date of Fax Transmission
Subject	FaxFinder Client Send Fax	Subject of Fax Message
Comment	FaxFinder Client Send Fax	Comment about Fax Message
Title	not used	not used
Department	not used	not used
Address 1	FaxFinder Client Contact	Recipient's Street Address
Address 2	not used	not used
City	FaxFinder Client Contact	Recipient's City
State	FaxFinder Client Contact	Recipient's State/Province/County, etc.
ZIP Code	FaxFinder Client Contact	Recipient's ZIP code or postal code

Editing an Existing Cover Page (FFx20)



1. Click **Start | Programs | FaxFinder Client Software | Cover Page Generator** to open the program.
2. Click . The File Open window appears. Browse to the cover page folder, for example C:\Program Files \ Multi-Tech Systems \ FaxFinder Client Software \ Cover Pages. Select a CPG file and click **Open**.
3. Click **Open | Save As**.
4. Rename the file and save it to the \Application Data\Multi-Tech Systems\FaxFinder Client Software\Cover Pages folder for your operating system. (For Windows 2000, this will be C:\Winnt \ Profiles \ <username> \. For Windows XP, this will be C:\Documents and Settings\<username>\.) The CPG file must be in this folder so that the FaxFinder client software can find it.



5. Make desired changes. Refer to [Creating New Cover Page Templates \(FFx20\)](#) for details on cover page objects.
 - Use the **Tab** key move between fields. Note that any values added to Field Text will be overwritten by values specified in the Contact list.
6. Click the Save icon, .

Change Views

Use the zoom in and zoom out icons or open the View menu to adjust view or toggle the toolbar.

Icon	Function	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.

Appendix D – Migrating from FaxFinder x20 to x30

Overview

The FFX30 models have more inbound and outbound routing options. Inbound routing directs incoming faxes to their destinations. Outbound routing provides several options for sending faxes.

FaxFinder x20	FaxFinder x30
Inbound Routing	Inbound Routing
Sent to an email address	Sent to an email address
Copied to a network share	Copied to a network share
	Sent to a printer
	Deleted (sent to the trash)
	Sent to a User (via an email address)
Outbound Routing	Outbound Routing
Using the FaxFinder Windows Client to send faxes. The Client must remain active until the fax is sent.	Using the FaxFinder Windows Client to send faxes. The Client now queues the fax to the FFX30 Server, so the Client does not need to remain open.
	Using the FaxFinder Web Interface to 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
	Using a platform independent web API to send faxes
Phone Book	Users (Phone Book)
Contains the extension number for receiving faxes delivered to a user's email address, as well as information for sending faxes through the FaxFinder server.	Users can receive faxes without access to the FaxFinder server, if the administrator sets up an inbound route using the fax extension and email address. User records are entered for individuals who want to use FaxFinder for outbound routing.

Migrating FFX20 Phone Books to 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.

7. Convert the FFX20 phone book entries to FFX30 Users
 - d. Save the phone book and passwords from the FFX20 server. To do this, download the Multi-Tech Device Manager from <http://www.multitech.com/SUPPORT/Families/FaxFinder/software.asp>.
 - e. Install the Device Manager and run it.

- If you know the IP address of the FFX20 server, 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.
 - If you don't know the IP address of your FFX20, 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.
- f. Do one of the following to add your FFX20 to the Multi-Tech Device Manager device list.
 - g. Right-click the desired FFX20 device listed in the window and click **export csv phone book**.
 - h. Select the **comma** as the Delimiter and click **Export**.
 - i. Save the *.csv file where you can later retrieve it.
 - j. Manually convert the output to match the FFX30 User import format.

FFx20 phone book export format

Name	phonenumber	Emailaddress	Userid	Password	phoneextension
Steve Wilson	4956	Steve@auto.com	Steve00	AutoParts	

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	sw@auto.com			

On the FFX30, under Users, select Import, select the modified file, select merge or replace and click Import.

8. Convert the FFX20 phone book entries to FFX30 Recipients. This can be done two different ways.
 - 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.
 - Convert the FFX20 phone book export format to the FFX30 recipient import format.

FFx20 phone book export format

Name	phonenumber	Emailaddress	Userid	Password	phoneextension
Steve Wilson	4956	Steve@auto.com	Steve00	AutoParts	

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

On the FFX30, under **Fax Configuration > Inbound Routing**, select **Import for Recipients** and select the modified file, select merge or replace and click import.

9. Convert FFX20 FaxFinder Client version 1.9.2 or earlier address book entries to FFX30 User Contacts.
 - k. Install version 2.0 FaxFinder Client on any user's machine that is using FaxFinder Client version 1.9.2 or earlier.
 - l. Perform one of the following steps to add your FFX30 to the FaxFinder Fax Client device list.

- If you know the FFX30 server's IP address, select **Edit > Add FaxFinder** and enter the IP address along with a valid username and password. The FaxFinder Client software immediately attempts to contact the FFX30.
- If you don't know the FFX30 server's IP address, select **Tools > Auto-Discover Devices**. Click **Search** and auto discovery should find the FFX30 FaxFinders on the attached network. Double-click on the FFX30 you want and enter the username and password for this user.
- 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.

Notes: FaxFinder Client version 1.9.2 or earlier does not work with the FFX30 FaxFinders.

FaxFinder Client version 2.0 or later can work with both FFX20 and FFX30 FaxFinders

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.

Mapping x20 Menus to the x30

The following table shows menu options from the FFX20 family with the new option in FFX30, if any. 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)

Mapping x30 Menus to the x20

This table is the reverse of the previous table with FFX30 options shown across from their counterpart (if any) in the FFX20 family of products.

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 Compliance

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 47 CFR rules and with RSS-210 of Industry Canada. 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, 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. 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.

EMC, Safety, and R&TTE Directive Compliance



The CE mark is affixed to this product to confirm compliance with the following European Community Directives:

Council Directive 2004/108/EC of 15 December 2004 on the approximation of the laws of Member States relating to electromagnetic compatibility; and

Council Directive 2006/95/EC of 12 December 2006 on the harmonization of the laws of Member States relating to electrical equipment designed for use within certain voltage limits; and

Council Directive 1999/5/EC of 9 March 1999 on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

WEEE Statement

(Waste Electrical and Electronic Equipment)

WEEE Directive

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 where you purchased the product.

July, 2005



REACH Statement

Registration of Substances

After careful review of the legislation and specifically the definition of an “article” as defined in EC Regulation 1907/2006, Title II, Chapter 1, Article 7.1(a)(b), it is our current view Multi-Tech Systems, Inc. products would be considered as “articles”. In light of the definition in § 7.1(b) which requires registration of an article only if it contains a regulated substance that “is intended to be released under normal or reasonably foreseeable conditions of use,” Our analysis is that Multi-Tech Systems, Inc. products constitute nonregisterable articles for their intended and anticipated use.

Substances of Very High Concern (SVHC)

Per the candidate list of Substances of Very High Concern (SVHC) published October 28, 2008 we have reviewed these substances and certify the Multi-Tech Systems, Inc. products are compliant per the EU “REACH” requirements of less than 0.1% (w/w) for each substance. If new SVHC candidates are published by the European Chemicals Agency, and relevant substances have been confirmed, that exceeds greater than 0.1% (w/w), Multi-Tech Systems, Inc. will provide updated compliance status.

Multi-Tech Systems, Inc. also declares it has been duly diligent in ensuring that the products supplied are compliant through a formalized process which includes collection and validation of materials declarations and selective materials analysis where appropriate. This data is controlled as part of a formal quality system and will be made available upon request.

Restriction of the Use of Hazardous Substances (RoHS)



Multi-Tech Systems, Inc.

Certificate of Compliance

2002/95/EC

Multi-Tech Systems confirms that its embedded products comply with the chemical concentration limitations set forth in the directive **2002/95/EC** of the European Parliament (Restriction Of the use of certain Hazardous Substances in electrical and electronic equipment - **RoHS**)

These Multi-Tech products do not contain the following banned chemicals:

- Lead, [Pb] < 1000 PPM
- Mercury, [Hg] < 1000 PPM
- Hexavalent Chromium, [Cr+6] < 1000 PPM
- Cadmium, [Cd] < 100 PPM
- Polybrominated Biphenyl, [PBB] < 1000 PPM
- Polybrominated Diphenyl Ether, [PBDE] < 1000 PPM

Moisture Sensitivity Level (MSL) =1

Maximum Soldering Temperature = 260C (in SMT reflow oven)

Information on HS/TS Substances According to Chinese Standards

In accordance with China's Administrative Measures on the Control of Pollution Caused by Electronic Information Products (EIP) # 39, also known as China RoHS, the following information is provided regarding the names and concentration levels of Toxic Substances (TS) or Hazardous Substances (HS) which may be contained in Multi-Tech Systems Inc. products relative to the EIP standards set by China's Ministry of Information Industry (MII).

Name of the Component	Hazardous/Toxic Substance/Elements					
	Lead (PB)	Mercury (Hg)	Cadmium (CD)	Hexavalent Chromium (CR6+)	Polybrominated Biphenyl (PBB)	Polybrominated Diphenyl Ether (PBDE)
Printed Circuit Boards	O	O	O	O	O	O
Resistors	X	O	O	O	O	O
Capacitors	X	O	O	O	O	O
Ferrite Beads	O	O	O	O	O	O
Relays/Opticals	O	O	O	O	O	O
ICs	O	O	O	O	O	O
Diodes/ Transistors	O	O	O	O	O	O
Oscillators and Crystals	X	O	O	O	O	O
Regulator	O	O	O	O	O	O
Voltage Sensor	O	O	O	O	O	O
Transformer	O	O	O	O	O	O
Speaker	O	O	O	O	O	O
Connectors	O	O	O	O	O	O
LEDs	O	O	O	O	O	O
Screws, Nuts, and other Hardware	X	O	O	O	O	O
AC-DC Power Supplies	O	O	O	O	O	O
Software / Documentation CDs	O	O	O	O	O	O
Booklets and Paperwork	O	O	O	O	O	O
Chassis	O	O	O	O	O	O

- X** Represents that the concentration of such hazardous/toxic substance in all the units of homogeneous material of such component is higher than the SJ/Txxx-2006 Requirements for Concentration Limits.
- O** Represents that no such substances are used or that the concentration is within the aforementioned limits.

Information on HS/TS Substances According to Chinese Standards (in Chinese)

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 (MIIT) 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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