

Fax Server

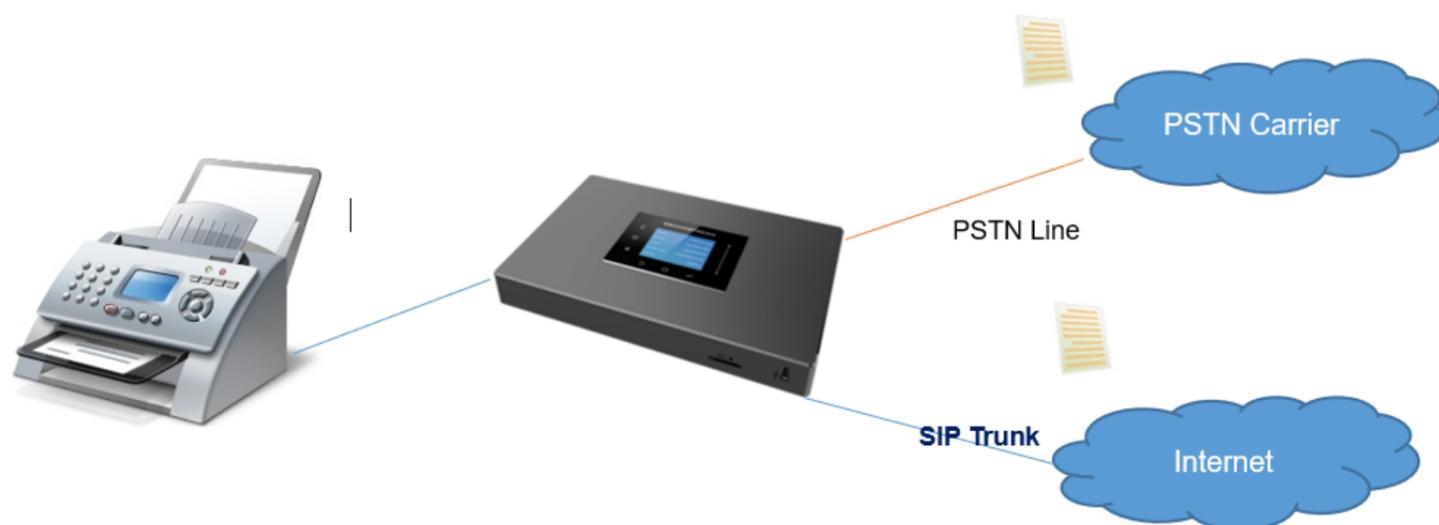
Fax Server is one of the most useful and important UCM6xxx features that allows the user to send and receive Fax files. The UCM6xxx IP-PBX series support T.30 for legacy analog Fax transmissions along with T.38 and Pass-through for Fax Over IP. The UCM6xxx series provide a lot of options and methods to perform sending/receiving Fax files depending on user's resources and the way he/she wants to proceed.



UCM Fax Server supports T.38 which is a protocol that dictates how to send a fax over a computer data network and requires a T.38-capable VoIP service or gateway (please check with your service provider for this protocol support), otherwise the transmission of Fax will proceed via pass through using RTP for sending facsimile signals.

This guide describes the steps to follow in order to perform sending and receiving fax files when the user has an Analog Fax machine connected to UCM6xxx's FXS Port or when he only wants to use a virtual fax machine and benefit from the value-added features of the UCM6xxx related to fax.

Setup UCM6XXX with Physical Fax Machine



Physical Fax Machine Deployment Diagram

FXS Extension Configuration

FXS (**Foreign Exchange Station**) is any telephone interface that is used for end-user analog telephony equipment, (i.e. analog fax machine and analog phones) to provide battery power, dial tone and generate the ringing voltage and therefore the user needs to create a "FXS Extension" for the Fax machine to be used.

All the UCM IP-PBX models have two FXS ports to connect analog phone and Fax machine for typical SMB installations.

Please, refer to the following steps in order to create the FXS extension:

1. Go to UCM6xxx Web GUI → **Extension/Trunk** → **Extension**.
2. Click on [+ Add](#).
3. Under "Basic Settings", configure the extension's parameters.

Extensions > Create New Extension

< Basic Settings Media Features Voicemail Specific Time Wave Client Follow Me

* Select Extension Type

Select Add Method

| General

* Extension Analog Station

CallerID Number * Call Privileges

| User Settings

First Name Last Name

Email Address * User Password

Mobile Number

Create FXS Extension for Fax Machine (Basic Settings)

4. Select the extension type to be “FXS Extension” and select which FXS port where the Fax machine will be connected.

Extensions > Create New Extension

< gs Media Features Voicemail Specific Time Wave Client Follow Me Advanced Settings >

| Fax

* Fax Mode Fax to Email

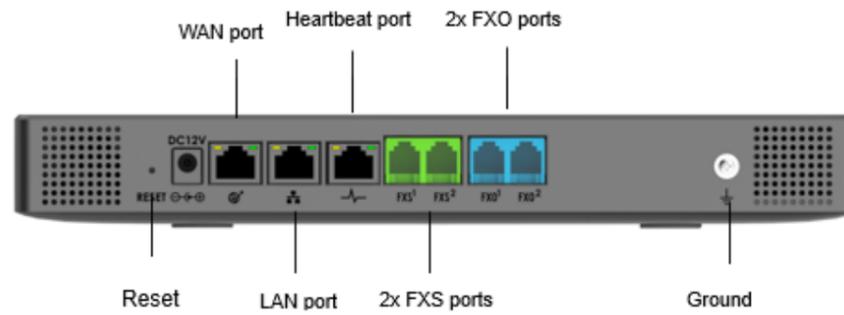
Create FXS Extension for Fax Machine (Media)

5. Under “Media”, set the “Fax Mode” to “Fax Gateway” so that the UCM6xxx can support conversation and processing of Fax data from T.30 to T.38 and T.38 to T.30.

6. Click on **Save** and **Apply** changes.

Connecting FAX Machine to UCM

After creating the FXS extension, the user needs to make sure of connecting his Fax Machine to the chosen and configured FXS Port. The following figure shows the example of UCM3202’s FXS Ports.

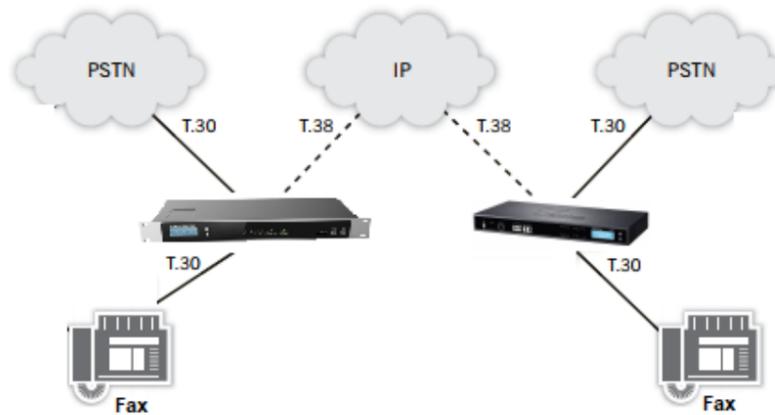


FXS Ports of UCM6302 (Example)

Routing FAX Calls

As shown on below diagram, the fax transmission originates from the physical Fax machine as a T.30 fax. Then the built-in T.38 gateway module in UCM6xxx translates the fax transmission to T.38 format and sends it over the IP network to the other UCM6xxx.

The second Server translates back the transmission to T.30 and sends it the attached Fax Machine or over the PSTN line for external numbers.



Fax Calls Routing

User needs to setup Trunks and call routing rules in order to route incoming and outgoing fax through the desired trunk, we will show the steps to use analog and VOIP trunk to perform sending and receiving Fax files.

Create Analog Trunk

Please, refer to the following steps in order to create an analog trunk:

1. Go to UCM6xxx Web UI → **Extension/Trunk** → **Analog trunks**.
2. Click on [+ Create New Analog Trunk](#) to create a new Analog Trunk, or on [✎](#) to edit an existing one.

Analog Trunks > Create New Analog Trunks

* FXO Port	<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2	* Trunk Name	Analog_Trunk2
Advanced Options			
SLA Mode	<input type="checkbox"/>		
Enable Polarity Reversal	<input type="checkbox"/>		
Current Disconnect Threshold (ms)	<input checked="" type="checkbox"/> 200	* Ring Timeout	8000
* RX Gain	0dB	* TX Gain	0dB
Use CallerID	<input checked="" type="checkbox"/>		
Caller ID Scheme	Bellcore/Telcordia	* FXO Dial Delay (ms)	0
Auto Record	<input type="checkbox"/>	Disable This Trunk	<input type="checkbox"/>
DAHDI Out Line Selection	Ascend		
Echo Cancellation Mode	Default	Direct Callback	<input type="checkbox"/>
Append #	<input type="checkbox"/>		
Total Time Limit For Outbound Calls			
Enable Total Time Limit For Outbound Calls	<input type="checkbox"/>		
<input type="button" value="Cancel"/>		<input type="button" value="Save"/>	

Analog Trunk for Fax

i Make sure to choose the right FXO port where PSTN Line is connected and to set Fax Mode on "none".

3. Click on "Save" and "Apply Changes".

Create VoIP Trunk

Please, refer to the following steps in order to create a VoIP Trunk:

1. Go to UCM6xxx Web UI → **Extension/Trunk** → **VoIP Trunks**.
2. Click on **+ Create New SIP Trunk** to create a new VoIP Trunk.
3. Set the SIP credentials given by the service provider (server IP or domain, username and password...etc).
4. Click on "Save" and "Apply Changes".

Basic Settings

Advanced Settings

If the host is not a numeric IP address, but the port number is present in the URI, the UCM perform the UCM will do an SRV record lookup.

* Provider Name	<input type="text" value="Grandstream"/>
* Host Name	<input type="text" value="1.1.1.1"/>
Transport	<input type="text" value="UDP"/>
Auto Record	<input type="checkbox"/>
Keep Original CID	<input type="checkbox"/>
Keep Trunk CID	<input type="checkbox"/>
NAT	<input type="checkbox"/>
Disable This Trunk	<input type="checkbox"/>
TEL URI	<input type="text" value="Disabled"/>
CallerID Number	<input type="text"/>
CallerID Name	<input type="text"/>
From Domain	<input type="text"/>
Jitter Buffer	<input type="text" value="NetEQ"/>
Direct Callback	<input type="checkbox"/>

Cancel

Save

VoIP Trunks > Edit SIP Trunk: Grandstream

Basic Settings [Advanced Settings](#)

Video FEC

ICE Support

TURN Relay

FECC

Silence Suppression

SRTP

SRTP Crypto Suite

Available	Selected
<input type="checkbox"/> 3 <input type="checkbox"/> AES_256_CM_HMAC_SHA1... <input type="checkbox"/> AEAD_AES_128_GCM <input type="checkbox"/> AEAD_AES_256_GCM	<input type="checkbox"/> 1 <input type="checkbox"/> AES_CM_128_HMAC_SHA1...

IPVT Mode

Enable T.38 UDPTL

Include Special Attributes

SIP Trunk Advanced Settings

i As shown above, Users can enable T.38 UDPTL option under the advanced settings of the trunk.

Sending/Receiving Fax Files using Fax Machine

Please, refer to the following steps in order to manage sending/receiving faxes using a fax machine.

1. Connect Fax machine to the UCM6xxx FXS port.
2. Connect PSTN line to the UCM6xxx FXO port (in the case of using Analog Trunk).
3. Go to Web GUI → **Extension/Trunk** page.
4. Create or edit a Trunk:
 - Analog trunk: *Please, refer to the chapter [Create Analog Trunk]*
 - VoIP trunk: *Please, refer to the chapter [Create VoIP Trunk]*
5. Go to UCM6xxx Web GUI → **Extension/Trunk** → **Extensions** page.
6. Create or edit the extension for FXS port. *Please, refer to the chapter [FXS Extension Configuration].*
7. Under Web GUI → **Extension/Trunk** → **Inbound Routes** page, click on **+ Add** in order to create an inbound route to use the Fax trunk to receive fax files.

8. Select the trunk you created (Analog Trunk or SIP Trunk).

9. Enable Fax Detection so that the fax signals from the trunk during a call will be detected. Users can afterward set the fax destination as **Extension** to send the fax to the designated Extension. or as **Fax to Email** in order to send the fax as an email attachment to the designated extension's email address. If the selected extension does not have an associated email address, it will be sent to the default email address configured in the Call Features->Fax/T.38->Fax Settings page. (Email settings need to be pre-configured).

10. If fax detection is not enabled, Users can select the created FXS extension for Fax machine under **Default Destination** setting, this way all the incoming traffic through this inbound route will be forwarded to the selected destination.

Inbound Route with FXS Extension as default destination

11. Enable “Auto Answer” if this inbound route is used to receive regular calls. The UCM will answer the incoming calls and will forward the fax when it's detected, if the UCM detects a regular call, it will forward it to the corresponding extensions.

12. Click on “Save” and “Apply Changes”.

In order to send outbound fax, users should follow below steps:

1. Under Web GUI→**Extension/Trunk**→**Outbound Routes** page, click on **+ Add** in order to create an outbound route to use the fax trunk to send files.
2. Select the trunk you created (Analog Trunk or SIP Trunk).

Edit Outbound Rule: 99
Cancel Save

General

* Calling Rule Name:

* Pattern:

PIN Groups:

Password:

Enable Filter on Source Caller ID

Enable Filter on Source Caller

ID:

Call Duration Limit

Call Duration Limit:

Main Trunk

* Trunk:

Strip:

Prepend:

Failover Trunk

+ Add

Disable This Route:

Privilege Level:

Warning: Setting privilege level at "Internal" has potential security risks.

PIN Groups with Privilege Level:

Outbound Route CID:

TRUNKS	STRIP	PREPEND	OPTIONS

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Outbound Route

3. Click on “Save” and “Apply changes”.

After this configuration is done, Fax files can be received and sent with the Fax Machine connected to UCM6xxx on the FXS Port.

UCM6XXX Fax Value-Added Features

The UCM IP-PBX series have many value-added features related to fax and which can help users who don't have PSTN lines and FAX machine to send and receive fax files in PDF format.

Among these features we have the fax sending from web GUI, fax to email, email to fax and fax detection.

WEB GUI Fax Sending

In order to use the FAX sending feature of the UCM, users need to follow below steps:

1. Under Web GUI → **Extension/Trunk** → **Outbound Routes** page, click on + Add in order to create an outbound route to use the fax trunk to send files. Refer to the previous steps [Outbound Routes].
2. Select the trunk already created (Analog Trunk or SIP Trunk).
3. Access to UCM web GUI either using admin account or user portal.
4. Go to UCM6xxx Web GUI → **Other Features** → **Fax Sending (Value-Added Features)** → **Fax Sending** for the UCM62XX and UCM6510).

5. Enter the fax number and upload the file to be faxed.

Fax Sending

* External Fax Number:

Fax File:

Fax Sending Settings

i The File needs to be a PDF or TIF/TIFF File.



Format Error Message

Once the right file is selected, the Fax File will be successfully placed in the send queue and the user can view the File Send progress that shows the status and progress percentage of files with also the possibility to resend the failed ones using the resend button.

File Send Progress

<input type="checkbox"/>	NAME	DATE	SENDER	EXTERNAL FAX NUMBER	CURRENT PROGRESS	OPTIONS
<input type="checkbox"/>	ACT_CRM_Integration_Guide.pdf	2021-10-14 03:34:20 UTC-12:00	admin	7200	Sending... 85%	<input type="button" value="Resend"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	ACT_CRM_Integration_Guide.pdf	2021-10-14 03:34:06 UTC-12:00	admin	7200	Success	<input type="button" value="Delete"/>
<input type="checkbox"/>	ACT_CRM_Integration_Guide.pdf	2021-10-14 03:31:55 UTC-12:00	admin	02151420384	Failed	<input type="button" value="Resend"/> <input type="button" value="Delete"/>

1

Total: 3

File Send Progress

i Note

The paper size is limited to A4 dimensions (8×11 inches). Any size larger than that will result in cutoffs/distortion.

Fax Resending

The UCM6xxx supports the options “Enable Fax Resend” and “Max Resend Attempts” which are available under **Call Features**→**Fax/T.38**→**Fax Settings** page. These options allow the UCM to keep attempting to send faxes up to a specified amount of times.

Additionally, if a fax still fails to send, a Resend button will appear in the **File Send Progress** list in **Value-Added Features**→**Fax Sending** (for the UCM6300 go to **Other Features**→**Fax Sending**) to allow manual resending.

To enable the FAX resend feature, please refer to following steps:

1. Under UCM6xxx Web UI → **Call Features** → **Fax/T.38**, check the option “Enable FAX Resend”.
2. Configure the “MAX Resend Attempts” with the maximum attempts number to resend the FAX.
3. Click on “Save” and “Apply Changes”.

Fax Settings

- * Enable Error Correction Mode:
- * Maximum Transfer Rate:
- * Minimum Transfer Rate:
- * Max Concurrent Sending Fax:
- * Fax Queue Length:
- User Information in Fax Header:
- Fax Header Information:
- Default Email Address: [Email Template](#)
- Send PDF Files Only:
- Enable Fax Resend:
- Max Resend Attempts:
- Fax Resend Frequency:

FAX Settings

Note: When the fax fails to send, a **Resend** button will appear in the **File Send Progress** list in **Value-Added Features** → **Fax Sending** to allow manual resending as displayed on the following screenshot.

File Send Progress						
				<input type="text" value="External Fax Number"/>		
<input type="checkbox"/>	NAME	DATE	SENDER	EXTERNAL FAX NUMBER	CURRENT PROGRESS	OPTIONS
<input type="checkbox"/>	ACT_CRM_Integration_Guide.pdf	2021-10-14 03:34:20 UTC-12:00	admin	7200	Sending... 85%	
<input type="checkbox"/>	ACT_CRM_Integration_Guide.pdf	2021-10-14 03:34:06 UTC-12:00	admin	7200	✔ Success	
<input type="checkbox"/>	ACT_CRM_Integration_Guide.pdf	2021-10-14 03:31:55 UTC-12:00	admin	02151420384	✘ Failed	

Total: 3 10 / page Goto 1

FAX File Send Progress List

Using Fax-to-Mail

UCM Email Settings

First step in setting up fax-to-mail feature is to configure UCM Email settings; this can be done by following below steps:

1. Log into the web GUI as an admin under **System Settings**→**Email Settings**→**Email Settings**
2. Enter the required information for SMTP.
3. Click on “Save” then “Apply Changes”.
4. Click on “Test” button and test if the email settings are correct and that a test mail has been received.

Email Settings

[Email Settings](#) Email Template Email Send Log

TLS Enable:

Type: Client

Email Template Sending: HTML

Format:

* SMTP Server: 192.168.6.202:587

* Enable SASL Authentication:

* Username: adminSntp

* Password:

Enable Email-to-Fax:

Email-to-Fax: Disable

Blacklist/Whitelist:

Email-to-Fax Subject: XXX

Format:

* POP/POP3 Server Address: 192.168.6.202

* POP/POP3 Server Port: 991

* Display Name: Branch_PBX

* Sender: Branch1@domain.local

[Test](#)

Email Settings

Please refer to the following table and screenshot to have more information about the email settings configuration.

Parameter	Description
TLS Enable	If enabled, TLS will be used when forwarding emails to the SMTP server.
Type	<ul style="list-style-type: none"> • MTA: Mail Transfer Agent. The configured domain will be used in the sender address. Warning: Emails sent by MTA may be considered spam by the destination SMTP server. • Client: Send emails to the configured SMTP server, which will then forward the emails to the destination address.
Email Template Sending Format	Select the email template format to be sent. The "HTML" format is compatible with most mail clients and is recommended. If the mail client does not support the "HTML" format, please select the "Plain Text" format.
SMTP Server	Enter the SMTP server. For example, smtp.mydomain.com:25. Port number is optional.

Enable SASL Authentication	Toggles SASL authentication. If disabled, UCM will not use the username and password for email client authentication. Most email servers require login authentication while private email servers may allow anonymous login. If using Microsoft Exchange Server or if credentials are not required, please disable this option.
Username	Enter the username of the email account.
Password	Enter the password of the email account. It is highly recommended to use HTTPS when saving and applying password changes.
Enable Email-to-Fax	Monitors the inbox of the configured email address for the specified subject. If detected, the UCM will get a copy of the attachment from the email and send it to the XXX extension by fax. The attachment must be in PDF/TIF/TIFF format.
POP/POP3 Server Address	Enter the IP address of the POP/POP3 server.
POP/POP3 Server Port	Enter the port of the POP/POP3 server.
Display Name	Enter the name of the PBX that will be displayed in sent emails.
Sender	Enter the email used to send the emails.

This way we confirmed that UCM can send emails via Its built-in SMTP client, specified The Email address blacklist for local/external contacts preventing faxing from unauthorized email addresses. Moreover, users can customize the emails that will be sent along with the FAX, this can be done under Email template page as shown below.

* Subject:

New Fax from \${CALLERIDNUM} \${CALLERIDNAME}

* Message in Text Format:

Hi \${RECEIVEEXTEN},
 You have received a new fax \${FILENAME} (\${FAXPAGES} pages) at \${FAXDATE} from \${CALLERIDNUM} \${CALLERIDNAME}.

Restore Default Template

Message in HTML Format:

Hi \${RECEIVEEXTEN},
 You have received a new fax \${FILENAME} (\${FAXPAGES}
 pages) at \${FAXDATE} from \${CALLERIDNUM} \${CALLERIDNAME}.

Preview

Restore Default Template

Upload

Email Template for FAX

Create/Edit Virtual FAX Extensions

The second step is to create a new Fax extension which will be mapped with a certain email address.

Please, follow below steps:

1. Go to UCM6xxx Web GUI → **Call features** → **FAX/T.38**
2. Click on **+ Create New Fax Extension** and enter the number and name of the extension.
3. Enter the Email Address where to send the received Faxes.

Create New Fax Extension

* Extension:

7200

* Name:

Fax_Ext

* Email Address:

fax@domain.local

Create New Fax Extension

Once the user created the extension, it will be displayed in the FAX/T.38 menu with the possibility of editing the extension's information by clicking on  button or deleting them with  button.

User can click on "Fax settings" in order to configure the Fax/T.38 parameters as the following figure.

Fax Settings

- * Enable Error Correction Mode:
- * Maximum Transfer Rate:
- * Minimum Transfer Rate:
- * Max Concurrent Sending Fax:
- * Fax Queue Length:
- User Information in Fax Header:
- Fax Header Information:
- Default Email Address: [Email Template](#)
- Enable Fax Resend:
- Max Resend Attempts:
- Fax Resend Frequency:

Fax Settings

Parameter	Description
Enable Error Correction Mode	Configure to enable Error Correction Mode (ECM).
Maximum Transfer Rate	Configure the maximum transfer rate during Fax rate negotiation.
Minimum Transfer Rate	Configure the minimum transfer rate during Fax rate negotiation.
Max Concurrent Sending Fax	Determines how many users can send fax at the same time.
Fax Queue Length	Maximum length of fax queue.
Fax Header Information	Adds header information to fax files.
Default Email Address	Send fax to this email address if the fax destination does not have an email address configured.
Send PDF Files Only	If enabled, fax emails will no longer attach TIFF files. Only PDF files will be attached.
Enable Fax Resend	Enable Fax Resend.
Max Resend Attempts	Max Resend Attempts.
Fax Resend Frequency	Fax Resend Frequency.

Receiving FAX Files using Virtual Faxing

Now, that email settings and virtual fax extension have been set up and in order to receive Fax files using virtual faxing, please refer to the following steps:

1. Under UCM6xxx Web UI → **Call Features** → **Fax/T.38**, create a new Fax extension. *Please refer to the chapter [Create/Edit Virtual FAX Extensions].*
2. Create or edit a Trunk:
 - Analog trunk: *Please, refer to the chapter [Create Analog Trunk]*
 - VOIP trunk: *Please, refer to the chapter [Create VoIP Trunk]*
3. Under Web GUI → **Extension/Trunk** → **Inbound Routes** page, click on **+ Add** in order to create an inbound route to use the Fax trunk to receive fax files.
4. Select the trunk you created (Analog Trunk or SIP Trunk).
5. Select the created FAX extension as the default destination.

Inbound Routes > Create New Inbound Rule

CID Source: None

Seamless Transfer Whitelist: [Empty]

Call Setting

Ringback Tone: None

Alert-info: None

Auto Record:

Fax Detection:

CallerID Setting

Prepend Trunk Name:

Set CallerID Info:

CallerID Name Lookup:

Mode

Enable Route-Level Inbound Mode:

Inbound Multiple Mode:

Default Mode: Mode 1

* Default Destination: Fax

Destination: FAX_1

Time Condition

Add

TIME CONDITION	TIME	WEEK	MONTH	DAY	DESTINATION	OPTIONS
----------------	------	------	-------	-----	-------------	---------

Cancel Save

Inbound Route with Fax Extension as Default Destination

5. Click on “Save” and “Apply Changes”.

Once successfully configured, the incoming Fax from external Fax machine to the PSTN line number will be converted to PDF file and sent to the Email address `fax@domain.local` set when Fax Extension was created. The list of received Fax files is displayed under UCM6xxx Web UI → **Call Features** → **Fax/T.38**.

List of Fax Files

		<input type="text" value="Callee Number"/>		
<input type="checkbox"/>	Name	Date	Size	Options
<input type="checkbox"/>	VFAX-5000-20170828-110103-1503932444.50.pdf	2017-08-28 11:01:25 UTC-04:00	1573	 
<input type="checkbox"/>	VFAX-5000-20170828-110103-1503932444.50.tiff	2017-08-28 11:01:20 UTC-04:00	5871	 

List of Fax Files

Customizing FAX EMAIL Template

The EMAIL templates on the UCM can be used to send an email notification about the fax and the users can customize this template based on their needs.

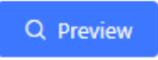
Please refer to the following steps to have more details about the customization of the FAX EMAIL template:

1. Access the Web GUI→Settings→Email Settings→Email Templates
2. Select the FAX template and press the edit button  under the options column to edit the template as desired.

Email Settings			
Email Settings	Email Template	Email Send Log	
			
Type	Name	Time	Options
Conference Schedule	conference_template.html	2018-06-26 04:44:53 UTC-04:00	
User Password	password_template.html	2018-06-26 04:44:53 UTC-04:00	
Fax Sending	sendfax_template.html	2018-06-26 04:44:53 UTC-04:00	
Alert Events	alert_template.html	2018-06-26 04:44:53 UTC-04:00	
Extension	account_template.html	2018-06-26 04:44:53 UTC-04:00	
CDR	cdr_template.html	2018-06-26 04:44:53 UTC-04:00	
Voicemail	voicemail_template.html	2018-06-26 04:44:53 UTC-04:00	
Call Queue Statistics	callqueuestatistics_template.html	2018-06-26 04:44:53 UTC-04:00	
Fax	fax_template.html	2018-06-26 04:44:53 UTC-04:00	

FAX EMAIL Template

3. Configure the fields of the template

- Users have the ability to preview mail sample by clicking on .
- Click on  in order to restore the default email template.
- Finally, users can click on  to upload a custom picture to the email template to display their own logo in the sent mails for example

Using Mail-to-Fax

UCM Email Settings

First step in setting up fax-to-mail feature is to configure UCM Email settings; this can be done by following below steps:

1. Log into the web GUI as an admin under **System Settings**→**Email Settings**→Email Settings.
2. Select the Type Client and enter the required information for SMTP.
3. Click on “Save” then “Apply Changes”.
4. Click on “Test” Button and test if the email settings are correct and that a test mail has been received.

Email Settings

Please refer to the following table and screenshot to have more information about the email settings configuration.

Parameter	Description
TLS Enable	If enabled, TLS will be used when forwarding emails to the SMTP server.
Type	<ul style="list-style-type: none"> ● MTA: Mail Transfer Agent. The configured domain will be used in the sender address. Warning: Emails sent by MTA may be considered spam by the destination SMTP server. ● Client: Send emails to the configured SMTP server, which will then forward the emails to the destination address.
Email Template Sending Format	Select the email template format to be sent. The "HTML" format is compatible with most mail clients and is recommended. If the mail client does not support the "HTML" format, please select the "Plain Text" format.
SMTP Server	Enter the SMTP server.

	For example, smtp.mydomain.com:25. Port number is optional.
Enable SASL Authentication	Toggles SASL authentication. If disabled, UCM will not use the username and password for email client authentication. Most email servers require login authentication while private email servers may allow anonymous login. If using Microsoft Exchange Server or if credentials are not required, please disable this option.
Username	Enter the username of the email account.
Password	Enter the password of the email account. It is highly recommended to use HTTPS when saving and applying password changes.
Enable Email-to-Fax	Monitors the inbox of the configured email address for the specified subject. If detected, the UCM will get a copy of the attachment from the email and send it to the XXX extension by fax. The attachment must be in PDF/TIF/TIFF format.
POP/POP3 Server Address	Enter the IP address of the POP/POP3 server.
POP/POP3 Server Port	Enter the port of the POP/POP3 server.
Display Name	Enter the name of the PBX that will be displayed in sent emails.
Sender	Enter the email used to send the emails.

Create/Edit Virtual FAX Extensions

The second step is to create a new Fax extension which will be mapped with a certain email address.

Please, follow the next steps below:

1. Go to UCM6xxx Web GUI → **Call features** → **FAX/T.38**.
2. Click on **+ Create New Fax Extension** and enter the number and name of the extension.
3. Enter the Email Address where to send the received Faxes.

Create New Fax Extension

* Extension :

* Name :

* Email Address :

Create new Fax extension

Once the user created the extension, it will be displayed in the FAX/T.38 menu with the possibility of editing the extension's information by clicking on  button or deleting them with  button.

User can click on “Fax settings” in order to configure the Fax/T.38 parameters as the following figure.

Fax Settings

*Enable Error Correction

Mode:

*Maximum Transfer Rate:

*Minimum Transfer Rate:

*Max Concurrent Sending Fax:

*Fax Queue Length:

Fax Header Information:

Default Email Address: [Email Template](#)

Enable Fax Resend:

Max Resend Attempts:

Fax Settings

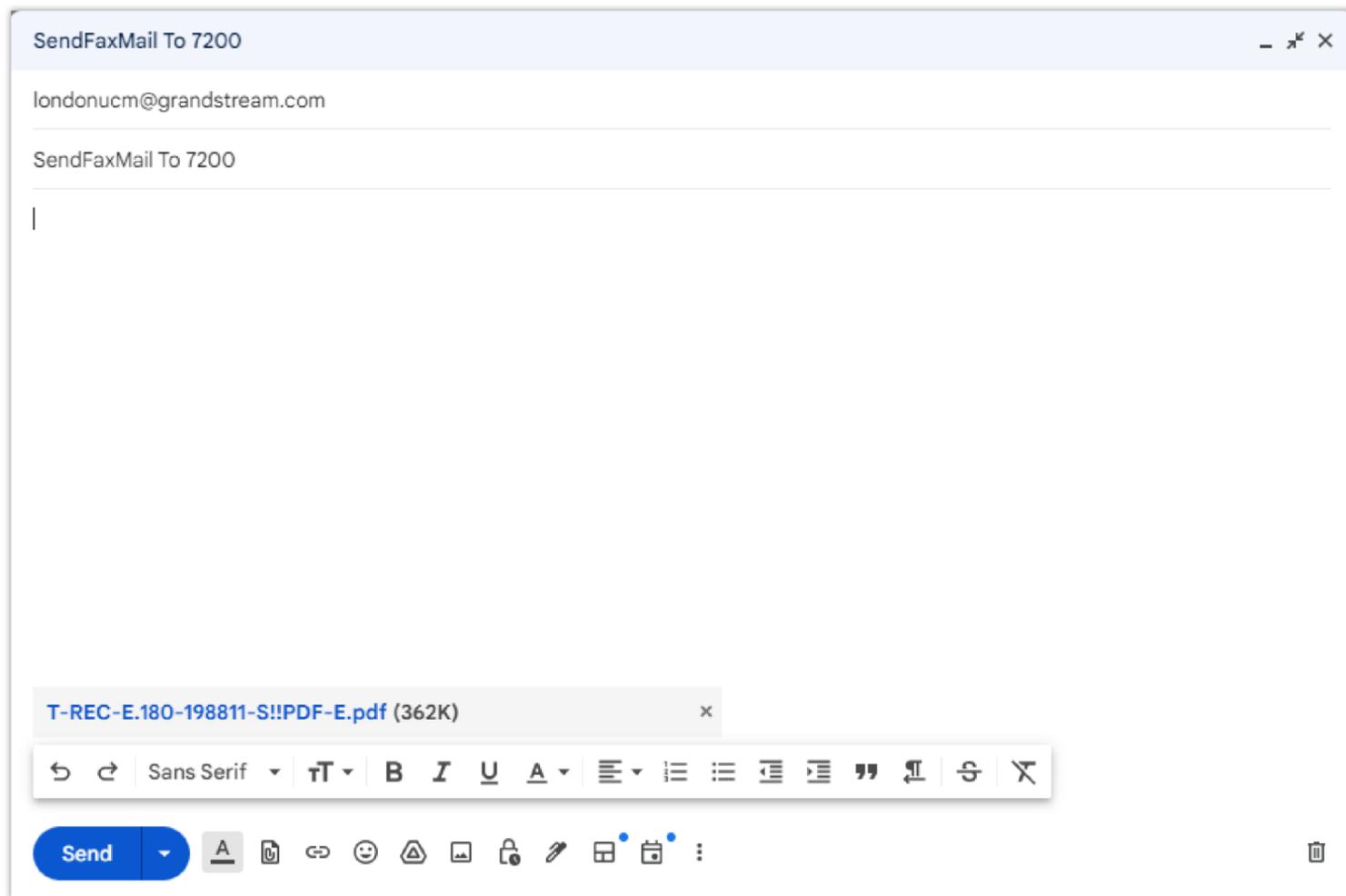
Parameter	Description
Enable Error Correction Mode	Configure to enable Error Correction Mode (ECM).
Maximum Transfer Rate	Configure the maximum transfer rate during Fax rate negotiation.
Minimum Transfer Rate	Configure the minimum transfer rate during Fax rate negotiation.
Max Concurrent Sending Fax	Determines how many users can send fax at the same time.
Fax Queue Length	Maximum length of fax queue.
Fax Header Information	Adds header information to fax files.
Default Email Address	Send fax to this email address if the fax destination does not have an email address configured.
Send PDF Files Only	If enabled, fax emails will no longer attach TIFF files. Only PDF files will be attached.
Enable Fax Resend	Enable Fax Resend.
Max Resend Attempts	Max Resend Attempts.
Fax Resend Frequency	Fax Resend Frequency.

Sending Mail to FAX

After enabling and configuring the MAIL to FAX option, the UCM monitors the configured email inbox for emails with the subject “**SendFaxMail To XXX**” and it will extract the attachments of detected emails and send it to the configured extension by fax. The attachment must be in PDF/TIF/TIFF format.

Please refer to the following steps:

1. Access your EMAIL box and compose a new email.
2. Fill the email address configured on the UCM as destination.
3. Specify the subject with “**SendFaxMail To 7200**”, on this example 7200 is the FAX extension that we have already configured on the UCM.
4. Insert the attachment to be sent (The attachment must be in PDF/TIF/TIFF format).



Example of EMAIL to FAX

Now the UCM will extract the attachments of detected emails and send it to the configured extension by fax, users can also check the list of the fax files received under the web GUI → **Call Features** → **Fax/T.38** as shown on the following screenshot.

List of Fax Files

<input type="checkbox"/>	Name	Date	Size	Options
<input type="checkbox"/>	VFAX-7200-20180717-113516-1531841716.1.pdf	2018-07-17 11:35:38 UTC-04:00	7618	<input type="button" value="Download"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	VFAX-7200-20180717-113516-1531841716.1.tiff	2018-07-17 11:35:33 UTC-04:00	12120	<input type="button" value="Download"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	VFAX-7200-20180717-092921-1531834161.1.pdf	2018-07-17 09:31:30 UTC-04:00	166589	<input type="button" value="Download"/> <input type="button" value="Delete"/>
<input type="checkbox"/>	VFAX-7200-20180717-092921-1531834161.1.tiff	2018-07-17 09:31:25 UTC-04:00	209278	<input type="button" value="Download"/> <input type="button" value="Delete"/>

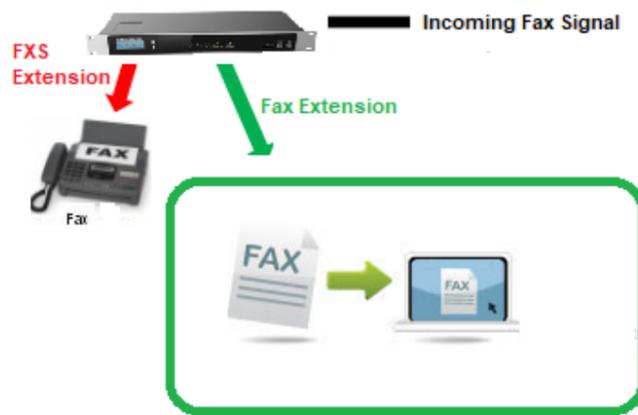
Total: 4

10 / page

List of Fax Files

Fax Detection and Intelligent Routing

Users can configure the Fax detection and intelligent routing the Inbound Route of the trunk that they are using. Enabling **Fax Detection** option will enable detecting the Fax Signal during a call, and the received Fax file will be sent to the designated extension or email address.



Fax Intelligent Routing after a Fax Signaling Detection

The user can also Enable Fax intelligent Routing in order to route directly the Fax signal to the appropriate FXS Extension connected to the Physical Fax Machine or the Virtual Faxing Extension. The user needs to choose this extension number from the available extensions in Fax Destination.