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# FaxFinder® V.34 Fax Servers

## FF240, FF440, FF840



## Administrator Guide

## FaxFinder Administrator Guide FF240, FF440, and FF840 S000522A, Version A

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### Revision History

Revision	Date	Description
A	05/04/12	Initial Release

### Patents

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

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#### Warranty

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

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# Contents

<b>Chapter 1 – Product Description .....</b>	<b>8</b>
<b>Package Contents.....</b>	<b>8</b>
<b>Safety Warnings.....</b>	<b>8</b>
Telecom Safety Warning.....	8
Internal Lithium Battery.....	9
Ethernet Ports.....	9
<b>Technical Specifications .....</b>	<b>9</b>
<b>Fax File Types.....</b>	<b>10</b>
<b>Requirements .....</b>	<b>10</b>
<b>Fax Routing Overview .....</b>	<b>11</b>
Inbound Routing .....	11
Outbound Routing .....	11
<b>Static or Dynamic Delivery .....</b>	<b>12</b>
PBX Call Routing.....	12
<b>Chapter 2 – Hardware and Installation.....</b>	<b>13</b>
<b>Connectors and LEDs by Model.....</b>	<b>13</b>
FaxFinder 240.....	13
FaxFinder 440.....	13
FaxFinder 840.....	14
FaxFinder Connector Descriptions.....	14
LED Descriptions .....	14
<b>Before You Begin .....</b>	<b>15</b>
<b>Mounting FaxFinder (Optional) .....</b>	<b>15</b>
Wall Mounting .....	15
Rack Mounting.....	16
<b>Cabling FaxFinder.....</b>	<b>17</b>
<b>Chapter 3 – Basic FaxFinder Configuration .....</b>	<b>18</b>
<b>Configuring FaxFinder’s IP address and Network Settings.....</b>	<b>18</b>
Network Configuration Fields .....	20
<b>Updating the Admin Account .....</b>	<b>20</b>
<b>Setting Time .....</b>	<b>20</b>
Time Fields .....	21

<b>Configuring SMTP .....</b>	<b>21</b>
SMTP Parameters.....	22
<b>Sending a Test Fax from Fax Machine to FaxFinder .....</b>	<b>22</b>
<b>Adding a Printer (Optional) .....</b>	<b>22</b>
Printer Parameters.....	23
<b>Adding a Network Share (Optional) .....</b>	<b>23</b>
Network Share Fields.....	23
<b>Generating a Server Certificate.....</b>	<b>24</b>
Server Certificate Parameters.....	24
<b>Adding Users Individually .....</b>	<b>24</b>
User Fields.....	25
<b>Adding Global Contacts Individually .....</b>	<b>25</b>
<b>Configuring Modems.....</b>	<b>25</b>
Modem Fields .....	26
<b>Routing Inbound Faxes.....</b>	<b>28</b>
General Setup Fields .....	29
Inbound Routing Destinations .....	30
<b>Creating a Restore File .....</b>	<b>30</b>
<b>Chapter 4 – Fax Management.....</b>	<b>31</b>
<b>Logging into the Web Management Interface .....</b>	<b>31</b>
Requesting a Password .....	31
<b>Navigating the Web Management Interface.....</b>	<b>31</b>
<b>Checking System, Printer, and Share Status .....</b>	<b>32</b>
<b>Checking Modem and Fax Status .....</b>	<b>32</b>
<b>Canceling Outbound Faxes .....</b>	<b>34</b>
<b>Resetting a Busy Modem.....</b>	<b>34</b>
<b>Blocking a Modem’s Inbound and Outbound Faxes .....</b>	<b>34</b>
<b>Checking the Mail Queue .....</b>	<b>34</b>
<b>Resending Queued Mails.....</b>	<b>34</b>
<b>Viewing Logs.....</b>	<b>35</b>
Log Fields.....	35
<b>Rebooting FaxFinder .....</b>	<b>36</b>
<b>Restoring Configuration .....</b>	<b>36</b>
<b>Restoring Factory Defaults .....</b>	<b>36</b>
<b>Chapter 5 – Managing Users, Contacts, and Recipients.....</b>	<b>37</b>
<b>Importing Users .....</b>	<b>37</b>

---

User Page CSV Import Formats.....	37
Creating a CSV File .....	38
Importing a CSV File.....	39
<b>Exporting a User List .....</b>	<b>39</b>
<b>Deleting Users .....</b>	<b>39</b>
<b>Editing Users.....</b>	<b>39</b>
<b>Adding Global and Personal Contacts .....</b>	<b>40</b>
Allowing Users to Add Global Contacts .....	40
Importing Global or Personal Contacts.....	40
Adding Personal Contacts Individually.....	41
<b>Exporting a Contact List.....</b>	<b>41</b>
<b>Deleting Global or Personal Contacts.....</b>	<b>42</b>
<b>Using Groups to Organize Contacts.....</b>	<b>42</b>
Adding a Global or Personal Group .....	42
Deleting Groups .....	42
<b>Using the Recipients Table .....</b>	<b>43</b>
<b>Importing Recipient Lists.....</b>	<b>43</b>
Example Recipient CSV Format.....	43
Recipient Record Fields.....	44
Creating a Recipient CSV File .....	44
Importing a Recipient List .....	45
<b>Exporting a Recipient List .....</b>	<b>45</b>
<b>Deleting Recipients .....</b>	<b>45</b>
<b>Chapter 6 – Advanced Configuration .....</b>	<b>46</b>
<b>Configuring Fax Log Purging .....</b>	<b>46</b>
Fax Log Purge Parameters .....	46
<b>Using the Common UNIX Printing System .....</b>	<b>47</b>
<b>Updating Software.....</b>	<b>47</b>
Updating FaxFinder Software .....	47
Updating Modem Software .....	47
<b>Setting the Debug Level.....</b>	<b>48</b>
Downloading System Logs .....	48
<b>Faxing to the Same Number Simultaneously .....</b>	<b>49</b>
<b>Archiving Outbound Faxes.....</b>	<b>49</b>
<b>Enabling Outbound Fax Approval .....</b>	<b>49</b>
Enabling the Outbound Approval Report .....	50

<b>Configuring Store &amp; Forward Fax (T.37)</b> .....	<b>50</b>
Store & Forward Fax (T.37) Parameters .....	51
Adding Additional Hosts .....	51
<b>Chapter 7 –Cover Pages</b> .....	<b>52</b>
<b>Custom Cover Pages</b> .....	<b>52</b>
Tips.....	52
Text Field Names and Descriptions.....	52
<b>Adding Cover Pages to FaxFinder</b> .....	<b>53</b>
<b>Providing Default Opt-Out Information for Cover Pages</b> .....	<b>53</b>
<b>Chapter 8 – Installing FaxFinder Fax Client Software</b> .....	<b>54</b>
<b>Using FaxFinder Client Mass Uninstall</b> .....	<b>54</b>
<b>Pushing Installation to Client Computers</b> .....	<b>54</b>
<b>Installing the Software on a Single Computer</b> .....	<b>55</b>
<b>Setting Usage Rights for the FaxFinder Printer</b> .....	<b>57</b>
<b>Associating the Software and a User with a FaxFinder</b> .....	<b>58</b>
<b>Disassociating a FaxFinder Unit from the Client</b> .....	<b>60</b>
<b>Appendix A – Troubleshooting</b> .....	<b>61</b>
<b>What if I can't see my FaxFinder's web page?</b> .....	<b>61</b>
<b>What if I don't get an email when I click Send Test Email?</b> .....	<b>61</b>
<b>What if FaxFinder doesn't answer a fax call?</b> .....	<b>63</b>
<b>Where can I Find the SMTP Error Code List?</b> .....	<b>63</b>
<b>Dealing with Failed Fax Reports</b> .....	<b>63</b>
<b>Appendix B – Customization</b> .....	<b>64</b>
<b>T.37 Advanced Usage</b> .....	<b>64</b>
Options.....	64
<b>Appendix C – Regulatory Compliance</b> .....	<b>66</b>
<b>47 CFR Part 68 Telecom</b> .....	<b>66</b>
<b>47 CFR Part 15 Regulation</b> .....	<b>67</b>
<b>Fax Branding Statement</b> .....	<b>68</b>
<b>Canadian Limitations Notice</b> .....	<b>68</b>
<b>Industry Canada</b> .....	<b>68</b>
<b>EMC, Safety, and R&amp;TTE Directive Compliance</b> .....	<b>69</b>
<b>WEEE Statement</b> .....	<b>69</b>
WEEE Directive.....	69
Instructions for Disposal of WEEE by Users in the European Union.....	69
<b>REACH Statement</b> .....	<b>70</b>

---

Registration of Substances.....	70
Substances of Very High Concern (SVHC) .....	70
<b>Restriction of the Use of Hazardous Substances (RoHS).....</b>	<b>71</b>
<b>Information on HS/TS Substances According to Chinese Standards.....</b>	<b>72</b>
<b>Information on HS/TS Substances According to Chinese Standards (in Chinese) .....</b>	<b>73</b>
<b>Index .....</b>	<b>74</b>

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# Chapter 1 – Product Description

FaxFinder 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. FaxFinder converts inbound faxes to PDF or TIFF files and delivers them to a recipient's inbox, a network folder, or a network printer. It allows users to send outbound faxes through a fax client, web browser, or the print function of other applications.

The FaxFinder x40 includes the following models:

- FF240 2-modems
- FF440 4-modems
- FF840 8-modems

Multi-Tech provides three manuals for use with FaxFinder x40 models:

- **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.

## Package Contents

- FaxFinder with factory installed software
- Universal power supply with power cord
- One phone cable for each port with RJ-11 at both ends
- One Ethernet cable and one serial cable
- Adhesive plastic feet
- Two mounting brackets and screws; the same bracket is used for wall and rack mounting

## Safety Warnings

### Telecom Safety Warning

- Never install telephone wiring during a lightning storm.
- Never install a telephone jack in wet locations unless the jack is specifically designed for wet locations.
- Use this product with UL and cUL listed computers only.
- 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 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.
- To reduce the risk of fire, use only 26 AWG or larger telecommunication line cord.
- Before servicing, disconnect this product from its power source and telephone network.



## 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.

## Technical Specifications

Category	Description				
Connectors	1 RJ-45 console serial port 1 RJ-45 Ethernet port	2 USB ports (inactive) RJ-11 line jacks			
Size	W 15.4" x H 1.9" x D 6.1" (W 39.0 cm x H 4.7 cm x D 15.5 cm) Note that adding the plastic feet increases the height to 1.877"				
Weight	<b>FF240</b>	<b>FF440</b>	<b>FF840</b>		
	4.1 lbs (1.9 kg)	4.2 lbs (2.0 kg)	4.5 lbs (2.1 kg)		
Input Voltage	12 Volts				
Power Draw <sup>1</sup>		<b>Typical<sup>2</sup></b>		<b>Maximum<sup>3</sup></b>	<b>Peak<sup>4</sup></b>
	FF240	Current (AMPS)	0.910	1.080	1.300
		Watts	11.06	13.05	
	FF440	Current (AMPS)	1.140	1.200	1.450
		Watts	13.77	14.47	
	FF840	Current (AMPS)	1.350	1.450	1.700
Watts		16.21	17.40		
Operating Environment	-40° to 167° F (-40° to +75° C) <sup>5</sup> UL Listed at 40 C relative humidity 20 to 90% noncondensing				
Storage Temperature	-40° to 185° F (-40° to +85° C)				
EMC Approvals	FCC Part 15 Class A, EN 55022 Class A, EN 55024				
Safety Approvals	UL\cUL 60950-1 ed.2, IEC 60950-1 ed.2 & EN (2006 +am.11)				
Telecom Approvals	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	50				
File Upload Size <sup>6</sup>	48MB max for the Send Fax Web page 36MB max for T.37, Client software and API				
Warranty	2 years				

<sup>1</sup>Multi-Tech Systems, Inc. recommends that the customer incorporate a 10% buffer into their power source when determining product load.

<sup>2</sup>Typical is the current while the unit is powered up, but not sending or receiving faxes.

<sup>3</sup>Maximum is the current while sending or receiving faxes.

<sup>4</sup>Peak is the current while sending or receiving faxes.

<sup>5</sup>UL Listed @ 40°C. Limited by power supply. UL Certification does not apply or extend to an ambient above 40°C and has not been evaluated by UL for ambient greater than 40°C

<sup>6</sup>The difference in maximum size allowed is due to the data encoding for T.37, the client software, and API attachments.

## 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.

## Requirements

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:

- **SMTP server access**  
Used to distribute FaxFinder emails that contain faxes, administrative notices, and log files.
  - Multi-Tech recommends that you create a DNS A record for FaxFinder.
  - Depending on the location of email recipients and IP resources, FaxFinder may also WAN require access through your network's Internet gateway.
- **Analog phone lines that provide dial tone and ring voltage at traditional levels and cadence**  
To fully use FaxFinder's inbound fax routing, communication lines (PBX ports) need to pass direct inward dial (DID) information in DTMF format to FaxFinder when the FaxFinder port goes off hook to answer a call.
- **A workstation for initial FaxFinder configuration**  
Depending on your network, you may need to connect FaxFinder directly to the workstation to complete initial network setup. You will need to identify and possibly change the workstation's current IP. If using a laptop, note that an active WiFi connection may interfere with the Ethernet connection to FaxFinder.
- **Static IP address**  
FaxFinder does not support automatically assigned IP addresses via DHCP. FaxFinder is set from the factory with an IP address of 192.168.2.1 (netmask 255.255.255.000).

- **Ethernet**

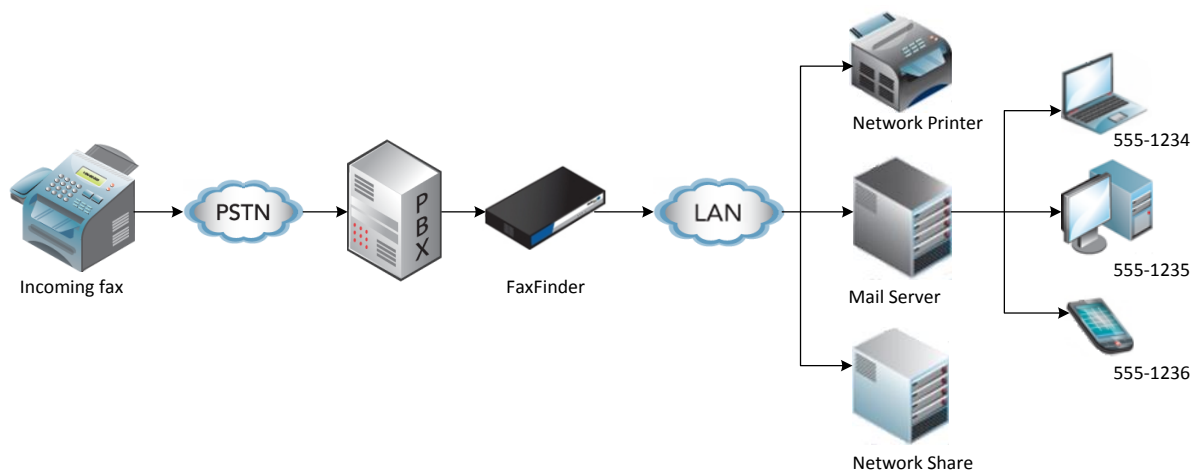
You need to know if your Ethernet equipment has a simple traditional switch or hub, a managed V-LAN switch that is IP address aware (and will block traffic that is not from its configured subnet), or a port on a network enabled device (such as a PBX or router) with controls that are similar to a managed switch.

- FaxFinder's Ethernet interface is full duplex, auto negotiating 10/100/1000 Mb and auto polarity sensing. Auto polarity allows you to use a traditional straight through or cross-over, Ethernet RJ-45 cable.
- FaxFinder does **not** support POE (Power over Ethernet). You may need to disable POE features on the Ethernet port that you connect to the FaxFinder.

## Fax Routing Overview

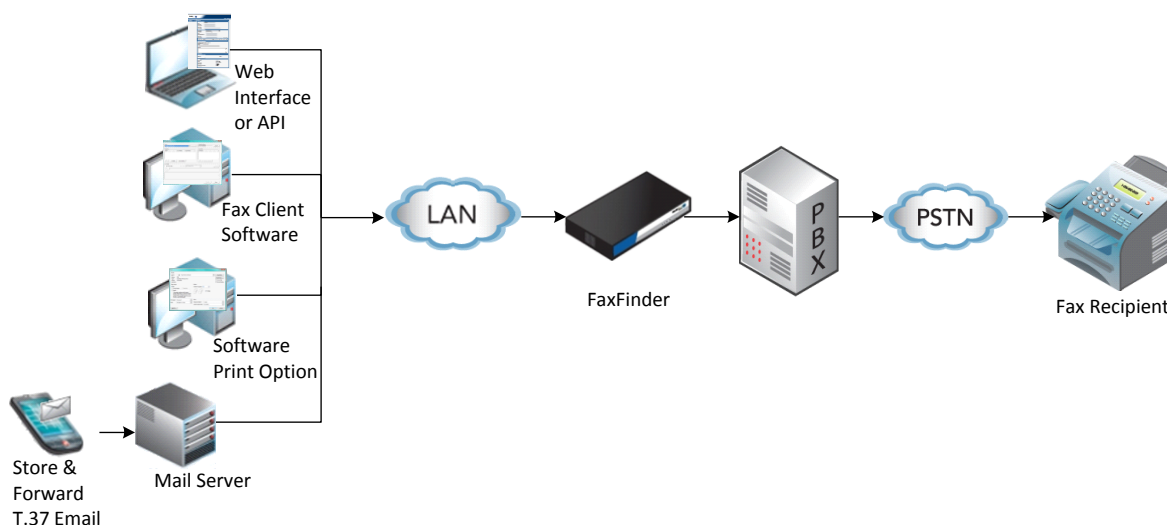
### Inbound Routing

Depending on your network configuration, FaxFinder can route incoming faxes to a network printer, network share, and through your mail server to any individual user. FaxFinder can deliver incoming faxes as email attachments to any user on your mail system, whether local, remote, or mobile.



### Outbound Routing

You can configure FaxFinder so that users can send faxes through a T.37 email, the FaxFinder Fax Client, a web browser, or a Web API. Fax Client Software, installed on a user's Windows computer, also allows the user to send faxes through the print function of any software.



## Static or Dynamic Delivery

The source and type of communication lines that connect to 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 line (POTS line), they are often connected to a PBX extension/station port. FaxFinder can deliver incoming faxes as email messages to any user on your network. Use this feature when your PBX can route multiple receiving numbers to a single station port. 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.

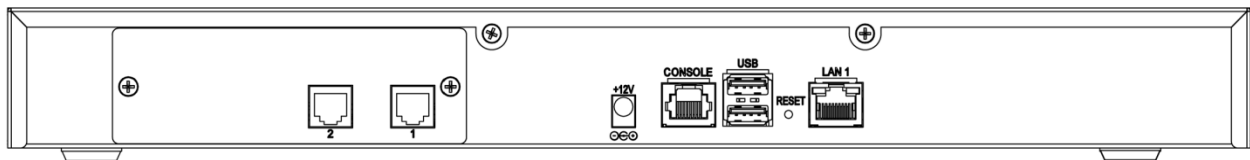
If the PBX/analog line cannot provide DID call routing, incoming faxes will be routed solely on the delivery options associated with specific FaxFinder port (line) that the call was received on. You can define multiple delivery options for each physical line/port.

# Chapter 2 – Hardware and Installation

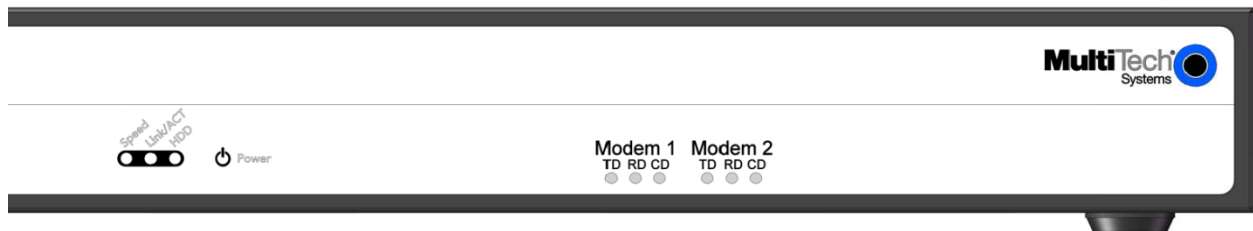
This chapter identifies FaxFinder connectors and LEDs by model. It also explains how to connect the FaxFinder to your network and complete basic configuration.

## Connectors and LEDs by Model

### FaxFinder 240

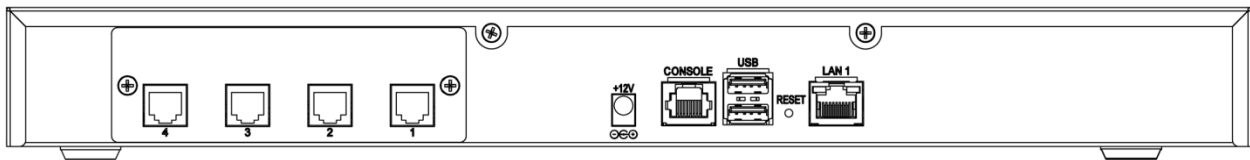


FaxFinder 240 Connectors

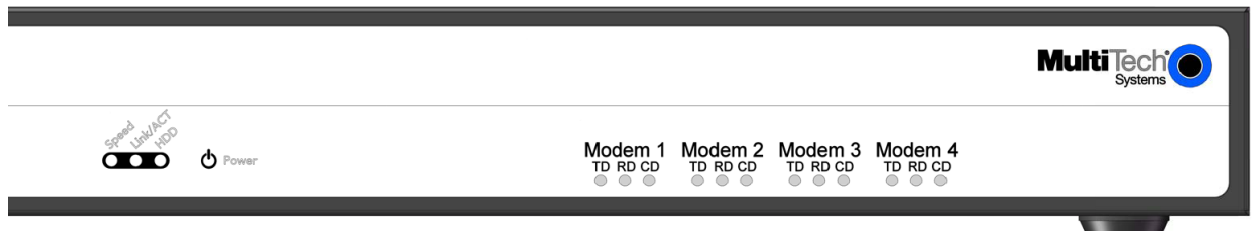


FaxFinder 240 LEDs

### FaxFinder 440

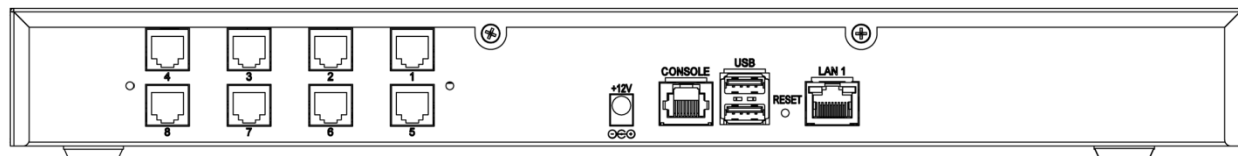


FaxFinder 440 Connectors

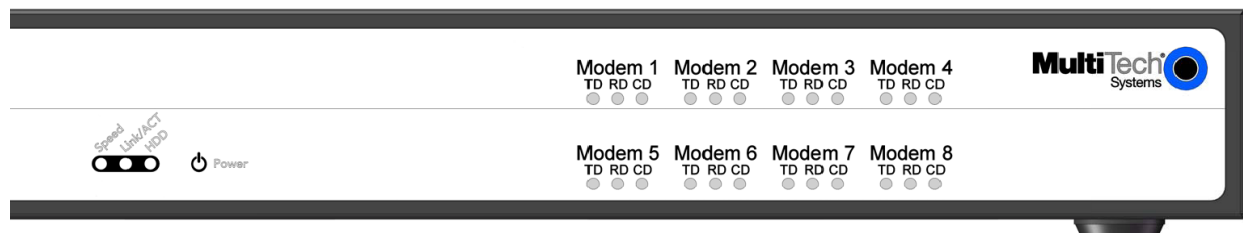


FaxFinder 440 LEDs

## FaxFinder 840



FaxFinder 840 Connectors



FaxFinder 840 LEDs

## FaxFinder Connector Descriptions

Label	Description
1-8	PSTN/POTS RJ 11 phone line ports. The FaxFinder 240 has ports 1-2, the FaxFinder 440 has ports 1-4, and the FaxFinder 840 has ports 1-8. Ports on the back line up with the modem LEDs on the front.
+12V	Power receptacle for provided power cord.
CONSOLE	DE-9 connection for serial access and control of the FaxFinder.
USB	Not used at this time.
RESET	Use to reboot the FaxFinder.
LAN 1	RJ 45 receptacle for network connection.

## LED Descriptions

Label	Name	Description
Speed	Speed	When lit, if the color is: <b>Green:</b> Ethernet rate is 1000 Mbps <b>Yellow:</b> Ethernet rate is 100 Mbps <b>Unlit:</b> Ethernet rate is 10 Mbps
Link/Act	Link / Activity	Lit when a physical link has been established with the Ethernet network. Blinking when there is activity.
HDD	High Density Drive	When the internal hard drive is accessed, this LED will light yellow. When unlit, HDD is not being accessed.
Power	Power	Solid (constant) green if unit is on.
One set of the following for each modem/port:		
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.

## Before You Begin

- **Disable Caller ID and Call Waiting on lines or PBX ports to be used with FaxFinder.**  
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.

## Mounting FaxFinder (Optional)

FFx40 units are table-top units that can be wall- or rack-mounted. Mounting hardware is included.

### Wall Mounting

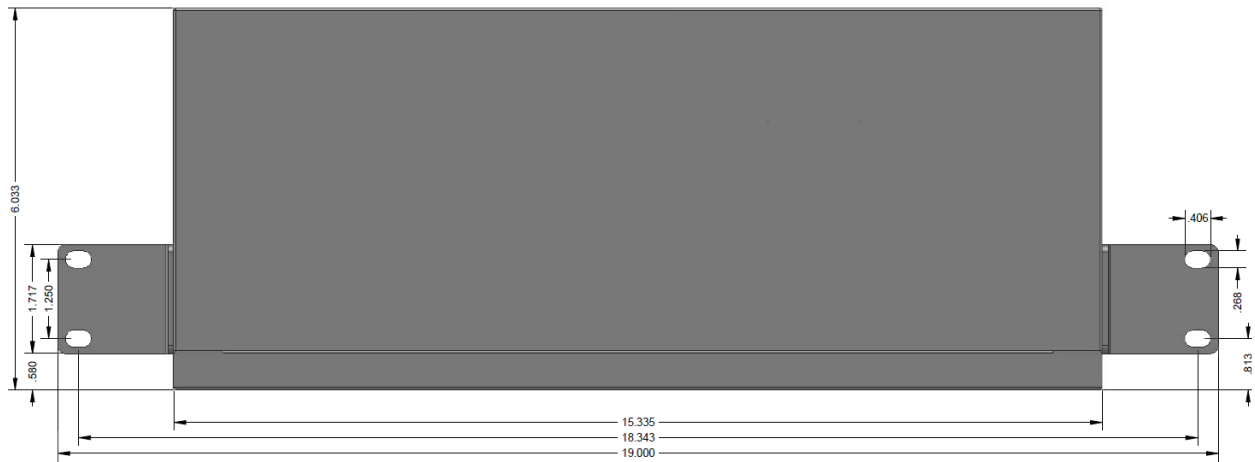


Figure 1



Figure 2

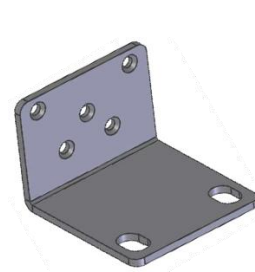


Figure 3



Figure 4

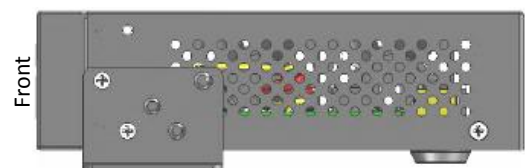


Figure 5

1. Position a mounting bracket (Figure 3) on FaxFinder's right side using two mounting screw holes as shown in Figure 4.
2. Secure the bracket to the FaxFinder using two provided screws as shown in Figure 5.
3. Position a mounting bracket on the FaxFinder's left side using two mounting screw holes.
4. Secure the bracket to the FaxFinder using two provided screws.

## 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 40° 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 (40° 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 main 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



Figure 6

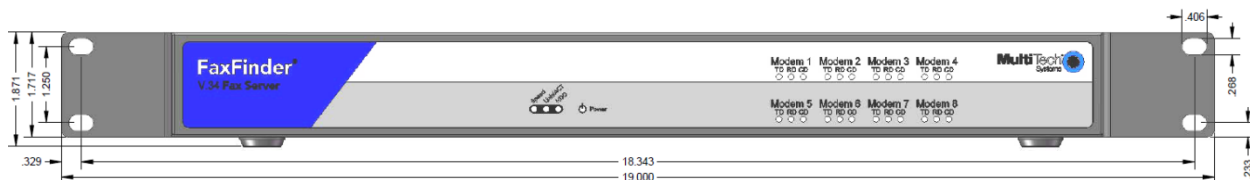


Figure 7



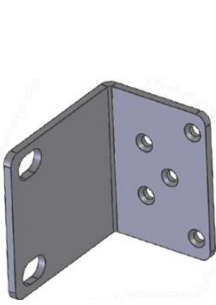


Figure 8



Figure 9

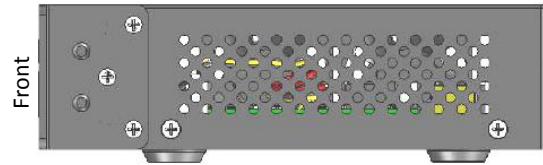


Figure 10

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

1. Position a mounting bracket (Figure 8) on FaxFinder's right side as shown in Figure 9.
2. Secure the bracket to FaxFinder's right side using three provided screws as shown in Figure 10.
3. Position a mounting bracket on the FaxFinder's left side.
4. Secure the bracket to FaxFinder's left side using three provided screws.
5. Remove feet (4) from the FaxFinder unit.
6. Secure the unit to rack rails by the brackets and mount the FaxFinder in the rack enclosure per the rack manufacturer's mounting procedure. Because equipment racks vary, screws for rack-rail mounting are not provided. Follow the instructions of the rack manufacturer and use screws that fit.

## Cabling FaxFinder

1. Connect the power cord to an outlet or power strip and to the 12V connector on the FaxFinder.

**Caution:** Use only the power supply provided with the FaxFinder. Using any other power supply voids the warranty and can damage the FaxFinder.

2. Verify power.
  - The Power LED comes on immediately after power is applied.
  - FaxFinder takes a short time to boot up when you apply power.

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. Connecting the FaxFinder to a network that has a different device at the same IP address will cause data interference.

If your existing Ethernet network uses a 192.168.2.x subnet, connect from the Administrative PC to the FaxFinder using an RJ-45 Ethernet cable and configure the FaxFinder's IP address to an IP address currently available on the Ethernet network. (Refer to [Configuring FaxFinder's IP address and Network Settings](#).) When the FaxFinder's IP address has been configured, you can connect the FaxFinder into the network.

Plug one end of your RJ-45 Ethernet cable into the FaxFinder's Ethernet port (labeled LAN1) and the other end into your network Ethernet hub. This Ethernet cable is not included with your FaxFinder unit.

4. Use the RJ-11 cables to connect individual ports to either a PBX or POTS lines.

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# Chapter 3 – Basic FaxFinder Configuration

## Configuring FaxFinder's IP address and Network Settings

1. Set the admin PC to startup IP address.

If FaxFinder is already connected to a network, the client software can auto-discover the IP address. You can also use the console port and a terminal program to learn its IP address; enter “ifconfig eth0” in the terminal program.

Connect the FaxFinder directly to a compatible computer so you can change the FaxFinder's IP address to one that will operate on your network. To connect a FaxFinder directly to a compatible computer:

- a. Use an RJ-45 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). Record the original IP address so you may re-enter it when finished.

### In Windows 7

- i. Right-click the **Network** icon on the desktop and select **Properties**.
- ii. Right-click the link for the **Local Area Connection**.
- iii. Click **Properties**.
- iv. Click to highlight Internet Protocol Version 4 (TCP/IPv4) and then click **Properties**.
- v. Record the existing IP address.
- vi. Select Use the following IP address and set the IP Address to 192.168.2.2.
- vii. Click **OK** twice and then click **Close**.

### In Windows Vista:

- i. Click **Start** and go to **Network**.
- ii. Right-click on **Network** in the Folders pane and select **Properties**.
- iii. Click on **View Status** for the Local Area Connection.
- iv. Click **Properties**. Click **Continue** when the Permission window appears.
- v. Click once to highlight Internet Protocol Version 4 (TCP/IPv4) and then click **Properties**.
- vi. Record the existing IP address.
- vii. Select Use the following IP address and set the IP Address to 192.168.2.2.
- viii. Click **OK** and then click **Close** twice.

**In Windows XP/2003:**

- 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)** on the General tab and click **Properties**.
- iv. Record the existing IP address. Then, set the IP address to **192.168.2.2**.
- v. Click **OK** twice.

**2. Login to FaxFinder Web Management.**

- a. Open a web browser and enter the FaxFinder IP address, **192.168.2.1**. The Login screen appears, showing that the FaxFinder is connected to the network.

**Note:** FaxFinder uses a Secure WEB interface via TLS (HTTPS browsing) with a self-signed certificate. Your browser will display a warning message about expired or invalid certificates. Ignore the warning or add an exception. Refer to [Generating a Server Certificate](#) for details.

- b. Enter **admin** (all lower case) in both the Username and Password fields.
- c. Click **Login**. The Web Management home page appears. Use this page to access all the FaxFinder Server software screens.

**3. Set FaxFinder's IP Addresses.**

- a. Click **System Configuration**. The Network Configuration page appears.
- b. Enter the IP Address and other network information for your FaxFinder. Refer to [Network Configuration Fields](#) for field details.
- 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. Change will not take effect if you cancel the reboot.

**Note:** At this stage, your computer and the FaxFinder will no longer communicate with each other.

**4. Reset the Admin computer's IP Address.**

- a. Reset the computer'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 computer from the FaxFinder.
- c. Connect the FaxFinder to the network it is to be installed on.
- d. Re-connect your computer to its normal LAN connection.

**5. Log in after reset**

After resetting admin computer'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.

Again, your browser may show a warning about the certificate. Ignore it and continue. When you finish configuring FaxFinder, you can generate a new certificate.

## Network Configuration Fields

FaxFinder's factory default IP address is 192.168.2.1 and 24 bit network mask is 255.255.255.0.

Field	Description
Hostname	<b>Required.</b> Enter an alphanumeric hostname to associate with this FaxFinder. Hostnames can contain periods (.) and dashes (-).  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. This hostname is also used in the recipient's address for T.37 emails.
Description	Enter a description of up to 64 characters. This appears on the Web Management Home page.
IP Address	<b>Required.</b> 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 you change the IP address, you will need to be on the same network to make changes.
Subnet Mask	<b>Required.</b> 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	<b>Required.</b> Enter the network's default gateway IP address. This 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, reboot the system when you save your changes.
Secondary DNS	Enter the secondary domain name server, if any, for this FaxFinder. If you change this value, reboot the system when you save your changes.

## Updating the Admin Account

By default, FaxFinder includes an admin user account. Update the factory-default settings with a secure password and an email address.

1. Click **Users**.
2. Click **Edit** in the Action column for administrator.
3. Enter an email address for the administrator account.
4. Change the password from the default to something secure. Enter a new password and confirm the password.
5. Click **Update** to save changes to the administrator account.

## Setting 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.

1. Click **System Configuration | Time**.
2. Enter time parameters.
3. Click **Save**.

## Time Fields

Field	Description
Time Server	Select time.nist.gov, clock.via.net, pool.ntp.org, Custom, or None from the drop-down list. <ul style="list-style-type: none"> <li>• Select Custom to enter a custom time server in field below.</li> <li>• If you select None, the Time and Date fields at the bottom are no longer grayed-out so you can enter the current time and date.</li> </ul>
Custom Time Server	If you do not want to use time.nist.gov, clock.via.net, or pool.ntp.org, set the Time Server to Customer and 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 be saved unless you click OK and 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.

## Configuring SMTP

Enter SMTP information for your mail server so that FaxFinder can work with your company's email.

**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.

1. Click **System Configuration | SMTP**.
2. Enter SMTP parameters as required by your email system. Refer to [SMTP Parameters](#) for field details.
3. Click **Save**.
4. Enter an email address to receive a test email. Then, click **Send Test Email**. Check to see it was delivered.
  - If it was delivered successfully, your SMTP server is relaying emails generated by the FaxFinder to local email recipients.
  - If it was not delivered, check your settings and refer to [Troubleshooting](#).

## SMTP Parameters

Field	Description
SMTP Server Address	Enter the IP address or hostname of the SMTP server where FaxFinder will send emails. If you enter a hostname, configure FaxFinder with an appropriate DNS server address.
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 to verify 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.

## Sending a Test Fax from Fax Machine to FaxFinder

1. If you are using a PBX, confirm the modem settings. Click **Fax Configuration | Modem** to view or edit Modem Configuration settings.
2. Click **Inbound Routing** and confirm where the fax will be routed. If you do not change the default settings, the admin email address will receive any incoming faxes.
3. Use a conventional fax machine to send a fax to the FaxFinder's fax number.
4. 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](#).

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

## Adding a Printer (Optional)

Add a network printer to FaxFinder if you want to route faxes directly to a printer. Using a printer is not required.

1. Click **System Configuration | Printer**.
2. Click **Add** and enter your printer information. Refer to [Printer Parameters](#) for details.
3. Click **Save**.

4. Click **Print Test Page** to verify that the printer was setup correctly.

## Printer Parameters

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. Printer names can contain upper- and lowercase letters, numbers, hyphens, and underscores. They cannot have spaces.
Description	Enter a description that will help users select the correct printer, for example, 2 <sup>nd</sup> 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.

## Adding a Network Share (Optional)

If you want FaxFinder to send faxes to a network folder, set up a network share. 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.

Network shares are not required.

1. Click **System Configuration | Shares**.
2. Enter the **Domain/Workgroup** where the FaxFinder will operate and click **Save**. The default value is Workgroup.
3. Enter your network folder information.
4. Click **Save**. Network Share updated appears at the top of the page.

## Network Share Fields

Field	Description
UNC/Location	Enter the Universal Naming Convention identifier or network location, for example, <i>//server/service</i> or <i>\\server\service</i> .
Username	Enter a 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.

## Generating a Server Certificate

Because FaxFinder uses a self-signed website certificate, your browser will show a certificate error and warning. FaxFinder does not support importing digitally signed certificates from a certificate body. Ignore the warning or, depending on your browser, add an exception or add your FaxFinder IP address to your trusted sites.

To generate a certificate:

1. Click **System Configuration | Certificates**.
2. Enter certificate information. Refer to Server Certificate Parameters, below, for details. The values you enter are for identification purposes only.
3. Click **Generate**. You will be prompted to reboot FaxFinder.
4. Reboot FaxFinder.

## Server Certificate Parameters

Unless otherwise specified in the table below, you can enter up to 64 characters in 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 <a href="http://www.iso.org">www.iso.org</a> and search for "country name codes."
State/Province	Enter the state or province for which the certificate is valid.
Locality/City	Enter the city or locality for which the certificate is valid.
Organization	Enter the organization name for which the certificate is valid.
Email Address	Enter the email address of the person responsible for the FaxFinder. Typically this is the administrator. This field may be left blank.

## Adding Users Individually

Users are those who will send faxes through FaxFinder. Multi-Tech recommends adding users into FaxFinder before installing the FaxFinder Fax Client software on a user's workstation.

To add users individually:

1. Click **Users** to create user accounts.
2. Click the **Add** link.
3. Enter user information.
4. Click **Update** to save the entry. Refer to User Fields below for details.
5. Repeat Steps 2-4 for each user you want to add.

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

**Note:** The Admin user cannot be deleted. To change the password or other Admin account information, click Edit for the Admin.



## User Fields

Field	Description
Username	Enter a user name. This is used to login to a FaxFinder.
Full Name	Enter the user's full name. FaxFinder uses this name as the fax sender's name.
Password	Enter an alphanumeric password. Passwords cannot contain special characters and are case-sensitive.
Confirm Password	Re-enter the password to confirm it.
Email	Enter the user's email address.
Phone Number	Enter a voice number for the user.
Fax Number	Enter a fax number for the user.
Organization	Enter the user's organization
Include Cover Page	Check to include a cover page by default when this user sends a fax.
Default Cover Page	Select a cover page template from the drop-down list. For information on setting up default cover pages refer to <a href="#">Adding Cover Pages to FaxFinder</a> .
Add Route	Check this to add the user as a Recipient on the Inbound Routing page for the fax extension entered below. The fax destination will be this user's email address. You could use this to route incoming sales faxes to this specific user.
Fax Extension	Enter the fax extension number that you want to route to this user.

## Adding Global Contacts Individually

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

To add contacts individually:

1. Click **Contacts | Global** to create fax contact entries available to all users.
2. Click the **Add** link.
3. Enter the contact's name, fax number, phone number, and organization.
4. Click **Update** to save the entry.
5. Repeat Steps 2-4 for each global contact.

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

Users can also add personal contacts. Refer to the *FaxFinder User Guide* for details.

## Configuring Modems

FaxFinder modems can be configured individually, which allows you to dedicate fax resources to match your needs. You can set individual modems to receive faxes only, send faxes only, or both.

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

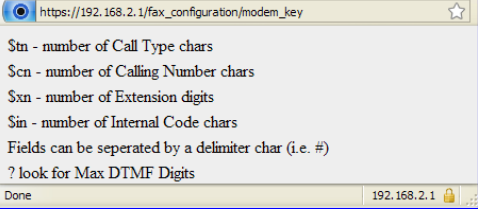
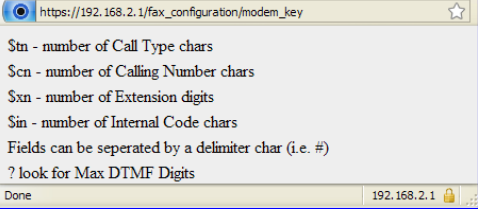
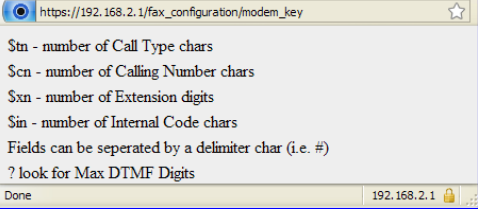
1. Click **Fax Configuration**. The Modem Configuration page appears.

2. Select the modem you want to configure from the drop down list. Select All Modems to apply the same configuration, except Fax ID, to all modems.
3. Select modem settings.
4. Click **Save** to save the entry.

**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.

## Modem Fields

Field	Description
Modem	The internal modem number, which is based on the FaxFinder model (1-2 for the FF240, 1-4 for the FF440 and 1-8 for the FF840).
Fax ID	This value appears in the fax page header. Typically, it is the fax number or the company name, so that recipients can identify each page with the sender's name or number. For Fax ID regulations, consult the FCC website.
Country Code	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.
Answer On	If you set Routing to POTS Line, enter how many times the line should ring before the modem answers it. If this is 2, the modem will pick up the line after it detects two ring sequences.  If you set Routing to DTMF Digits or a PBX mode code, the modem ignores this value. PBX mode code and DTMF Digits routing always pick up after one ring sequence.
Max Extension Digits	Used when Routing 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.
Routing	For inbound fax calls from the PSTN, this setting determines whether the modem checks the line for DID routing information in the form of DTMF digits. This setting directly effects how other Inbound Routing fields should be configured.  <b>Note:</b> For DTMF Digits or PBX Mode Code routing, the modem listens up to 15 seconds for all 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 a fax is received, it will be delivered as if POTS Line is the selected routing technique.  Select from the following three options:
POTS Line	With this option, 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.
DTMF Digits	With this option, the modem listens for DID routing information from the PBX line. DID information must be a string of DTMF digits. FaxFinder makes fax answer tones after it hears the expected number of DID digits (Max Extension Digits).  After the modem receives a fax, FaxFinder tries to match the DID number it heard with entries in the Recipients table to determine

Field	Description					
	<p>____ Mode Code</p>	<p>delivery options.</p> <p>PBX Mode Code is similar to DTMF Digits, except the DTMF digits from the PBX also contain information that FaxFinder doesn't use. FaxFinder needs to know the incoming mode code format to identify and extract the DID extension number imbedded within.</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	Specify if this modem 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 is set to 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="391 821 1430 1367"> <tr> <td data-bbox="391 821 548 1367">Key</td> <td data-bbox="548 821 1430 1367">  <ul style="list-style-type: none"> <li>• n is the variable number for each definition</li> <li>• For Call Type, Calling Number, and Internal Code, replace n with the number of digits that you want masked or ignored.</li> <li>• For Extension digits, replace n with the number of extension digits used to route inbound faxes to recipients.</li> <li>• 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.</li> </ul> </td> </tr> <tr> <td data-bbox="391 1367 548 1430">Description</td> <td data-bbox="548 1367 1430 1430">Explains the current mode code, if any, in the Routing Definition field.</td> </tr> </table>		Key	 <ul style="list-style-type: none"> <li>• n is the variable number for each definition</li> <li>• For Call Type, Calling Number, and Internal Code, replace n with the number of digits that you want masked or ignored.</li> <li>• For Extension digits, replace n with the number of extension digits used to route inbound faxes to recipients.</li> <li>• 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.</li> </ul>	Description	Explains the current mode code, if any, in the Routing Definition field.
Key	 <ul style="list-style-type: none"> <li>• n is the variable number for each definition</li> <li>• For Call Type, Calling Number, and Internal Code, replace n with the number of digits that you want masked or ignored.</li> <li>• For Extension digits, replace n with the number of extension digits used to route inbound faxes to recipients.</li> <li>• 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.</li> </ul>					
Description	Explains 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.					
Dial Prefix	This 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 commends 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	If a communication error occurs when FaxFinder attempts to send or receive a fax,					

Field	Description
	<p>FaxFinder creates a modem log file. This is available through the FaxFinder Web Management Log menu. 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><b>Note:</b> 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>

## Routing Inbound Faxes

Select how you want inbound faxes routed:

- **Global Routing** is based on the incoming fax number or extension number. A global routing entry sends a copy of every incoming fax to the defined fax destination as well as 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. You can also send incoming faxes directly to Trash.

1. Click **Fax Configuration | Inbound Routing**.
2. Enter General Setup details and click **Save**. Refer to [General Setup](#) for details on these settings.
3. Add **Global Routing** destinations.
  - a. Select **Edit** under Global Routing
  - b. Click **Add**.
  - c. Select the destination from the drop down list and enter additional information required for that destination type. Refer to [Inbound Routing Destinations](#) for destination details.
  - d. Click **Save**.
  - e. Repeat Steps b-d for each global destination.
4. Enter **Line** destinations for incoming faxes that don't provide a valid extension. You can enter multiple destinations for each line. By default, each line is set to Email Fax to User: admin.
  - a. Click **Edit** for the line you want to configure.
  - b. Enter a Name, for example Sales Faxes, and click **Save**.
  - c. Click **Add** in the Destinations section.
  - d. Select the destination from the drop down list and enter additional information required for that destination type. If you select Trash, you cannot define other destinations for this line. Refer to [Inbound Routing Destinations](#) for destination details

- e. Click **Save**.
  - f. Repeat Steps c-e for each line destination.
5. Add **Recipients** for inbound routing. If you have several recipients to add, refer to [Importing a Recipient List](#) for details on importing a CSV file with recipient information.
- a. Click **Add**.
  - b. Enter the recipient's DID number in the **Extension** field. This number is dictated by your PBX and/or Telco line.
  - c. Enter the recipient's **Name**.
  - d. Click **Save** to add the extension entry to the Recipients table. The Destinations (Extension ###) list appears.
  - e. Click **Add** to add a destination.
  - f. Select the destination from the drop down list and enter additional information required for that destination type. If you select Trash, you cannot define other destinations for this recipient. Refer to [Inbound Routing Destinations](#) for destination details
  - g. Click **Save**.
  - h. Repeat Steps a-g for each recipient.
6. Click **Save** to save the entry.

## General Setup Fields

Field	Description
Email Size Limit	Enter the maximum email size in kilobytes that your SMTP server can accept from FaxFinder. FaxFinder automatically splits larger incoming faxes into multiple faxes that are below this limit and emails each 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.

## Inbound Routing Destinations

Destination	Required Additional Information	Destination Type
Email Fax to User	Select a user from the drop down list.	Global, Line, Recipient
Email Notification to User	Select a user from the drop down list.	Global, Line, Recipient
Email Fax	Enter an email address	Global, Line, Recipient
Email Notification	Enter an email address	Global, Line, Recipient
Share	Click Browse and select a network folder.	Global, Line, Recipient
Print	Select a printer from the drop down list.	Global, Line, Recipient
Trash	None. <b>Note:</b> If you select Trash, you cannot define other destinations.	Line, Recipient

## Creating a Restore File

After you configure FaxFinder to work in your environment, create a restore point to save your settings. 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:

1. Click **System Configuration | Save/Restore**.
2. Click **Save Config**. A file download window opens.

**Note:** Some browsers automatically save the file to a default location when you click Save Config. To save to another location so you can find it, right-click **Save Config** and click **Save as**.

3. Click **Save**.

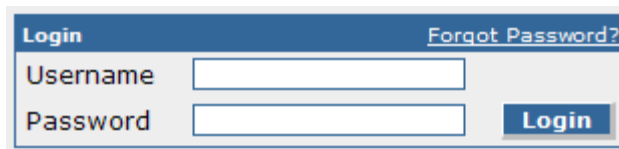
The configuration restore file name is formatted as config\_model\_version\_date.bin. For details on restoring a configuration file, refer to [Restoring Configuration](#).

# Chapter 4 – Fax Management

This chapter describes additional configuration and fax management features.

## Logging into the Web Management Interface

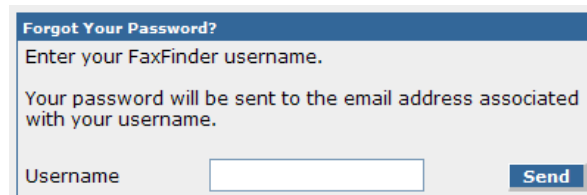
1. Enter the FaxFinder IP address or hostname in your browser and press **Enter**.  
If you see the certificate warning, bypass the warning to display the Login page.



2. Type your **Username** and **Password** and click **Login**.  
The default username is **admin** and the default password is **admin**.

## Requesting a Password

1. Click **Forgot Password**.



2. Enter your username and click **Send**.

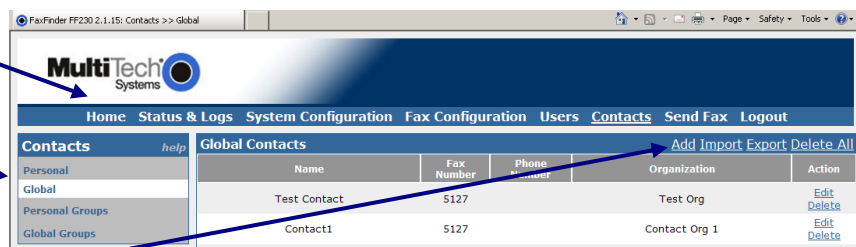
FaxFinder emails the password to the email address for the user account.

## Navigating the Web Management Interface

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

Key functions have sub menus, which appear on left.

Access some functions through links in the function title bar.



## Checking System, Printer, and Share Status

System status provides information you can use to confirm correct settings or help with diagnostics.

- Click **Status & Logs**. The System Status page appears.

Field	Description	
<b>System Status</b>		
Current Time	The FaxFinder's current time and date. To change the date and time format go to System Configuration   Time. Refer to <a href="#">Setting Time</a> for details.	
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.	
	<b>Status</b>	<b>Description</b>
	Disabled	Time server likely set to None.
	Synchronizing	FaxFinder is currently synchronizing with the time server.
	Synchronized at [date/time], offset ±nn seconds	FaxFinder last synchronized with the time server at the specified date and time. The offset, if any, indicates how much FaxFinder adjusted its time.
Failed to synchronize: [error]	Time synchronization failed due to the error shown.	
<b>Printer Status</b>		
Printer Status	Current status of each printer set up in System Configuration   Printers.	
<b>Network Share Status</b>		
Network Share Status	Current status of any network shares set up in System Configuration   Shares.	

## Checking Modem and Fax Status

Use the Fax Status page to view the current state for each modem. It includes the status of any inbound or outbound faxes. Users can abort outbound faxes. Administrators can also reset busy modems and block inbound or outbound faxes from a modem.

To view a modem current condition or fax status:

- Click **Status & Logs | Fax Status**.

Field	Description
<b>Modem Status</b>	
Modem	The sequential modem number associated with each internal modem based on the FaxFinder model (1-2 for the FF240, 1-4 for the FF440 and 1-8 for the FF840).
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.



Field	Description																																																																												
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.																																																																												
<b>Inbound Fax Status</b>																																																																													
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 (1-2 for the FF240, 1-4 for the FF440 and 1-8 for the FF840).																																																																												
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.																																																																												
<b>Outbound Fax Status</b>																																																																													
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 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: <table border="1" data-bbox="354 1192 657 1411"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>The person the fax is addressed to.</td> </tr> <tr> <td>Fax</td> <td>The fax number scheduled to receive the fax.</td> </tr> <tr> <td>Phone</td> <td>The recipient's voice phone number.</td> </tr> <tr> <td>Organization</td> <td>The name of the recipient's business or organization.</td> </tr> </tbody> </table> <p>If the fax was sent to multiple recipients, this column shows multiple recipients.</p> <table border="1" data-bbox="402 1453 1383 1600"> <thead> <tr> <th colspan="2">Outbound Fax Status</th> <th>Created At</th> <th>Scheduled For</th> <th>Sender</th> <th colspan="4">Recipients</th> <th>Fax Details</th> <th>Action</th> </tr> <tr> <th>State</th> <th></th> <th></th> <th></th> <th></th> <th>Name</th> <th>Fax</th> <th>Phone</th> <th>Organization</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>2 sending 0 pending 0 approval pending</td> <td></td> <td>01/25/2012 01:09:11 PM</td> <td>01/25/2012 01:09:19 PM</td> <td>admin</td> <td colspan="4">multiple recipients</td> <td>Testing (1 page)</td> <td><a href="#">Abort</a> <a href="#">Details</a></td> </tr> </tbody> </table> <p>Click Details to view information about individual recipients.</p> <table border="1" data-bbox="389 1663 1396 1816"> <thead> <tr> <th rowspan="2">State</th> <th rowspan="2">Created At</th> <th rowspan="2">Scheduled For</th> <th rowspan="2">Sender</th> <th rowspan="2">Attempt</th> <th colspan="3">Recipient</th> <th rowspan="2">Fax Details</th> <th rowspan="2">Action</th> </tr> <tr> <th>Name</th> <th>Phone</th> <th>Organization</th> </tr> </thead> <tbody> <tr> <td>pending</td> <td>01/25/2012 11:18:22 AM</td> <td>01/25/2012 11:18:22 AM</td> <td>admin (Administrator)</td> <td>1 of 3</td> <td>contact 3</td> <td>5</td> <td></td> <td>(1 page)</td> <td><a href="#">Abort</a></td> </tr> <tr> <td>sending</td> <td>01/25/2012 11:18:22 AM</td> <td>01/25/2012 11:18:28 AM</td> <td>admin (Administrator)</td> <td>1 of 3</td> <td>contact 7</td> <td>5</td> <td></td> <td>(1 page)</td> <td><a href="#">Abort</a></td> </tr> </tbody> </table>	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.	Outbound Fax Status		Created At	Scheduled For	Sender	Recipients				Fax Details	Action	State					Name	Fax	Phone	Organization			2 sending 0 pending 0 approval pending		01/25/2012 01:09:11 PM	01/25/2012 01:09:19 PM	admin	multiple recipients				Testing (1 page)	<a href="#">Abort</a> <a href="#">Details</a>	State	Created At	Scheduled For	Sender	Attempt	Recipient			Fax Details	Action	Name	Phone	Organization	pending	01/25/2012 11:18:22 AM	01/25/2012 11:18:22 AM	admin (Administrator)	1 of 3	contact 3	5		(1 page)	<a href="#">Abort</a>	sending	01/25/2012 11:18:22 AM	01/25/2012 11:18:28 AM	admin (Administrator)	1 of 3	contact 7	5		(1 page)	<a href="#">Abort</a>
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Fax Details	Number of outbound fax pages. Click the Details link for more information about the outbound fax, including how many times FaxFinder has attempted to send the fax.																																																																												

## Canceling Outbound Faxes

To cancel an individual outbound fax:

1. Click **Status & Logs | Fax Status**.
2. Find the fax that you want to cancel in the Outbound Fax Status table.
3. Click **Abort**.

## Resetting a Busy Modem

Administrators can reset a busy modem. To do this:

1. Click **Status & Logs | Fax Status**.
2. Click **Initialize** for the modem you want to reset.

FaxFinder sends an initialization command to the modem. When initialization completes, “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.

## Blocking a Modem’s Inbound and Outbound Faxes

Administrators can temporarily set a modem to busy so that it cannot send or receive faxes. To do this:

1. Click **Status & Logs | Fax Status**.
2. Click **Busy** for the modem you want to block.

Any incoming calls to this modem will receive the busy tone. To allow the modem to send faxes, click the modem’s Initialize link.

## Checking the Mail Queue

Use the mail queue to view information about emails waiting to be sent.

- Click **Status & Logs | Mail Queue**.

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.

## Resending Queued Mails

1. Click **Status & Logs | Mail Queue**.
2. Click **Resend Queued Mails** to resend all mail items in the queue immediately.

# Viewing Logs

FaxFinder creates separate logs for email, inbound faxes, outbound faxes, and calls. To view a log:

1. Click **Status & Logs**.
2. Click log you want. Options are:
  - **Mail Log**  
Shows recent delivery attempts with the most recent appearing at the top.
  - **Inbound Fax Log**  
Lists all inbound faxes detected by FaxFinder. Inbound faxes in progress do not appear in the log until the call ends. Faxes are listed in chronological order with the most recent at the top.
  - **Outbound Fax Log**  
Lists all submitted faxes that have completed. Outbound faxes in progress or scheduled to be sent later 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.
  - **Call Log**  
Details data from all individual calls in and out of FaxFinder. Calls are listed in chronological order with the most recent at the top. This information can help troubleshoot the connection or related issues.

## Log Fields

Field	Description
<b>Mail Log</b>	
Date	Date and time this mail entry was attempted.
Sender	User who sent the email.
Recipient	Email address of the recipient.
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.
<b>Inbound Fax Log</b>	
State	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 (1-2 for the FF240, 1-4 for the FF440 and 1-8 for the FF840).
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.
<b>Outbound Fax Log</b>	
Status	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.

Field	Description
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.
Pages	The number of pages sent with this fax.
Action	The only option is to display a pop-up window with fax details.
<b>Call Log</b>	
Modem	The internal modem tied to this log entry. The number is based on the FaxFinder model (1-2 for the FF240, 1-4 for the FF440 and 1-8 for the FF840).
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.

## Rebooting FaxFinder

To immediately reboot FaxFinder:

1. Click **System Configuration | Reboot**.
2. Click the **Reboot** button 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.

## Restoring Configuration

If you created a restore file, use Restore Config to reset FaxFinder using the .BIN file. This overwrites current settings with the settings in place at the time the restore file was created. You will lose any configuration changes, including user information, entered after the restore file was created.

1. Click **System Configuration | Save/Restore**.
2. Click **Browse** and select a configuration .BIN file.
3. Click **Restore**. FaxFinder prompts you to reboot.

For creating restore points, refer to [Creating a Restore File](#)

## Restoring Factory Defaults

To restore the factory default settings:

1. Click **System Configuration | Save/Restore**.
2. Click **Restore Factory Defaults** to reset all FaxFinder settings. FaxFinder asks you confirm the restore and reboot FaxFinder. Click **OK** to confirm or click **Cancel**.

# Chapter 5 – Managing Users, Contacts, and Recipients

Chapter 3 provided steps for adding [users](#), [recipients](#), and [global contacts](#) individually. This chapter details importing and managing multiple users, recipients, and both global and personal contacts. It includes using global and personal contact groups.

## Importing Users

You can import multiple user records from a CSV file, if the file is formatted correctly. To enter users individually, refer to [Adding Users Individually](#) in Chapter 3.

### User Page CSV Import Formats

On the Users page, you can use a CSV file to import just users, just contacts, or a combined file with both user and contact records. The first comma-delimited value of each row indicates if the line is a user record or contact record, so both user and contact types can be in the same CSV file.

- Your file must conform to the order and format for each record type
- If any of your data has apostrophes, commas, or quote marks, enclose the data in double quotes.
- Header rows are optional. A header row is any row that starts with “Type”. If you export data from a FaxFinder, the CSV file will include header information in the first row.

**Note:** Only the Administrator can import through the User page. Other users can import contacts through the Contacts page.

### Example User Only Records

The following example shows an optional header row. Data in your CSV file must be in the same order.

Type	Username	Password	Full Name	Email	Phone	Fax	Organization	Include Cover Page	Default Cover Page
User	Sean	A1b2C3	Sean K	sean@example.com	555-555-1234	555-555-4321	Example Co	T	ob_mc1.pdf
User	Ritchie	D4e576	Ritchie W	ritchie@example.com	555-555-1253	555-555-3521	Example Co	F	
User	Josh	fG32tR	Josh D	josh@example.com	555-555-1235	555-555-5321	Example Co	T	ob_mc1.pdf

### User Record Fields

FaxFinder accepts a user record formatted as:

Field	Notes
Type	Must be “User”.
Username	User’s username, an alpha numeric string without spaces.
Password	User’s password, an alpha numeric string without spaces.
Full Name	User’s full name, can include spaces. Used in the cover page Sender field.
Email	User’s email address.
Phone	User’s phone number, any format accepted, for example, (###) ###-#### or ###-###-####.
Fax	User’s fax number, any format accepted, for example, (###) ###-#### or ###-###-####.
Organization	User’s company name, if not available, use “” to skip

Field	Notes
Include Cover Page	Indicates whether this user wants a default cover page for sending faxes, t for true or f for false.
Default Cover Page	PDF file name of the default cover page

### Example of Contact Only Records (User page)

This example applies only to contacts imported through the User page. To import contact records through the Contact page, refer to [Creating a Contact CSV File](#).

Type	Username	Contact Name	Fax Number	Organization	Phone Number
Contact	Josh	Tony Rogers	555-123-4567	"A company"	555-123-4560
Contact	Ritchie	Steve Stark	555-547-3652	Company2	555-547-3601
Contact	Ritchie	Anna Fury	555-540-3960	Company	555-540-3900
Contact	Sean	Nick Raven	555-573-2457	"Company 3"	555-573-2400

### Contact Record Fields (User page)

The Type field only applies to contacts imported through the User page. Do not use this format when importing contact records through the Contact page. Refer to [Contact Record Fields](#).

Field	Notes
Type	Must be "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 ###-###-####

### Example Combined User and Contact Records

The following example shows an optional header row. Data in your CSV file must be in the same order.

Type	Username	Password	Full Name	Email	Phone	Fax	Organization	Include Cover Page	Default Cover Page
User	Sean	A1b2C3	Sean K	sean@example.com	555-555-1234	555-555-4321	Example Co	T	ob_mc1.pdf
User	Ritchie	D4e576	Ritchie W	ritchie@example.com	555-555-1253	555-555-3521	Example Co	F	
User	Josh	fg32tR	Josh D	josh@example.com	555-555-1235	555-555-5321	Example Co	T	ob_mc1.pdf
Type	Username	Contact Name	Fax Number	Organization	Phone Number				
Contact	Josh	Tony Rogers	555-123-4567	"A company"	555-123-4560				
Contact	Ritchie	Steve Stark	555-547-3652	Company2	555-547-3601				
Contact	Ritchie	Anna Fury	555-540-3960	Company	555-540-3900				
Contact	Sean	Nick Raven	555-573-2457	"Company 3"	555-573-2400				

## Creating a CSV File

To create a CSV file to use to import user and/or contact records through the User page:

1. Open a spreadsheet program such as Microsoft Excel.
2. Create a [user only](#), [contact only](#), or [user and contact](#) table as shown in the previous examples. Your fields should be identical to and in the same order as shown in the example.
3. Create a row for each user or contact you want to add.
4. Save the file as a .CSV Comma Separated Value file. If using Microsoft Excel, select Save As and select the CSV (MS-DOS) format.

## Importing a CSV File

To import a user only, contact only or user and contact CSV file:

1. Click **Users**.
2. Click **Import**.

3. Click **Browse** and select the file you want to import.
4. Select an option for Existing Users. Merge is the default.
  - **Merge** appends the file to the existing list
  - **Replace** exchanges the existing list with the list you import
5. Click **Import**.

## Exporting a User List

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.

**Note:** Only the Administrator can export through the User page. Other users can import contacts through the Contacts page.

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

## Deleting Users

To delete users:

1. Click **Users**.
2. Click **Delete All** to permanently delete all entries in the users list, except the admin.  
Click **Delete** for an individual user to permanently delete that entry.
3. Confirm the deletion when prompted.

## Editing Users

You can edit user account as well as a user's contacts or groups. To edit a user account:

1. Click **Users**.
2. Click **Edit** for the user account you want to edit.
3. Make changes and click **Update**.
  - You can edit every user field except Username.
  - From the Edit user page, click **Edit Contacts for username** to add, edit, delete or import contacts associated with that 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.

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

4. Click **Save**.

## Adding Global and Personal Contacts

FaxFinder has two contact types:

- Global, which are available to any user in FaxFinder. By default, only the administrator can add global contacts. To change this, refer to [Allowing Users to Add Global Contacts](#).
- Personal, which are associated with a specific user account.

To view contact lists:

- Click **Contacts**. FaxFinder displays the personal contact list for the current user.
- Click **Contacts | Global** to view the contacts available to all users.

## Allowing Users to Add Global Contacts

By default, only the administrator can add global contacts. If you want to allow any user to add contacts to the Global Address book:

1. Click **Users | User Options**.
2. Check **Users can add to the global address books** and click **Save**.

## Importing Global or Personal Contacts

These steps apply to importing contacts through the Contacts page. If you are importing contacts through the User page, refer to [Example of Contact Only Records \(User page\)](#) for the correct CSV format.

### Contact CSV Import Format

Global and Personal Contacts have the same CSV format.

- Your file must conform to the order and format
- If any of your data has apostrophes, commas, or quote marks, enclose the data in double quotes.
- Header rows are optional. CSV files created through the Export function include header information in the first row.

### Example Contact Records

The following example shows an optional header row. Data in your CSV file must be in the same order.

Name	Fax Number	Organization	Phone Number
Tony Rogers	555-123-4567	"A company"	555-123-4560
Steve Stark	555-547-3652	Company2	555-547-3601
Anna Fury	555-540-3960	Company	555-540-3900
Nick Raven	555-573-2457	"Company 3"	555-573-2400



## Contact Record Fields

Field	Notes
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 ###-###-####

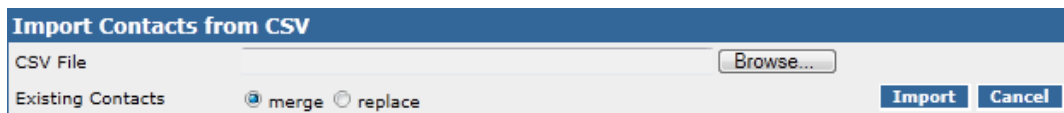
## Creating a Contact CSV File

To create a CSV file containing only contact information:

1. Open a spreadsheet program such as Microsoft Excel.
2. Create a contact only table as shown in the previous example. Your fields should be identical to and in the same order as shown in the example.
3. Create a row for each contact you want to add.
4. Save the file as a .CSV Comma Separated Value file. If using Microsoft Excel, select Save As and select the CSV (MS-DOS) format.

## Importing Global or Personal Contacts

1. Click **Contacts**. The Personal contact page appears. To import global contacts, click **Global**.
2. Click **Import**.



3. Click **Browse** and select the CSV file you want to import.
4. 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.
5. Click **Import**.

## Adding Personal Contacts Individually

For help adding global contacts individually, refer to [Adding Global Contacts Individually](#).

To add a personal contact:

1. Click **Contacts**.
2. Click **Add**.
3. Enter the contact's name, fax number, phone number, and organization.
4. Click **Update**.

## Exporting a Contact List

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

1. Click **Contact**.

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

## Deleting Global or Personal Contacts

1. Click **Contacts**. The Personal contact page appears. To delete global contacts, click **Global**.
2. Click **Delete All** to permanently delete all entries in the contacts list.  
Click **Delete** for an individual contact to permanently delete that entry.
3. Confirm the deletion when prompted.

## Using Groups to Organize Contacts

Groups are collections of multiple contacts that you can use for mass faxing. When you send a fax to a group, it is sent to every contact in the group.

To view groups:

- Click **Contacts | Personal Groups** to view the current user's groups.
- Click **Contacts | Global Groups** to view the groups available to all users.

## Adding a Global or Personal Group

To add a group and then add contacts to it:

**Note:** To add contacts to an existing group, start with Step 5.

1. Click **Contacts** and then click either **Personal Groups** or **Global Groups**.
2. Click **Add**.
3. Enter a group **Name** and **Description**.
4. Click **Update**.
5. Click **Edit** for the new group.
6. Click **Add** under Contacts in Personal or Global Group.
7. For Personal Groups only, select **Personal** or **Global** to select contacts from your personal contact list or the global contact list.
8. Check the boxes for each contact you want to add.
9. Click **Add**.
10. Click **Done** to return the Group page.

## Deleting Groups

1. Click **Contacts** and then click either **Personal Groups** or **Global Groups**.
2. Click **Delete All** to permanently delete all groups listed on the page.  
Click **Delete** for an individual group to permanently delete that entry.
3. Confirm the deletion when prompted.

## Using the Recipients Table

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.

To view recipients:

- Click **Fax Configuration | Inbound Routing** and scroll to the bottom section.

## Importing Recipient Lists

You can import recipient records from a CSV file, if the file is formatted correctly. To enter recipients individually, refer to [Routing Inbound Faxes](#) in Chapter 2.

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.

- Your file must conform to the order and format
- If any of your data has apostrophes, commas, or quote marks, enclose the data in double quotes.
- Header rows are optional. CSV files created through the Export function include header information in the first row.

## Example Recipient CSV Format

The following example shows an optional header row. Data in your CSV file must be in the same order.

The example links five fax destinations to three extensions. This would add three entries to the Recipients table, with the last entry having three fax destinations.

Extension	Name	Destination Type	Destination Value
1001	John Doe	Email	jdoe@example.com
1002	Jane Doe	User	Janie
2000	Sales Department	Notify	sales@example.com
2000	Sales Department	Printer	HPLJ3035
2000	Sales Department	Share	//sales_server_name/share_name/folder_name

In this example, any fax sent to extension 2000 will be sent to both the printer and share folder, and a fax notification will be sent to the sales@company.com email address.

## Recipient Record Fields

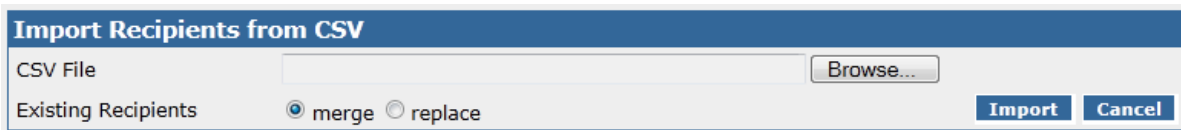
Field	Notes	
Extension	Must be a numeric string	
Name	Can be an alpha numeric string and can contain spaces	
Destination Type	Must be one of the following:	
	<b>Use this in the CSV file</b>	<b>To correspond with this in FaxFinder</b>
	User	Email Fax to User
	Notify User	Email Notification to User
	Email	Email Fax
	Notify	Email Notification
	Share	Share
	Print	Print
Trash	Trash	
Destination Value	<p>Is based on the destination type.</p> <ul style="list-style-type: none"> <li>Email and notification destinations require a valid email address: 1003,Mr. Smith,Email,smith@gmail.com</li> <li>Users must already exist in the FaxFinder User list if the destination is to email a fax or notification to a user: 1004,Bob Rogers,User,brogers</li> <li>Printers must already exist under System Configuration   Printer: 2001,Engineering Department,Printer,Eng_HPLJ4000</li> <li>Network shares must already be configured under System Configuration   Shares: 2000,Sales Department,Share,//sales_server_name/share_name/folder_name</li> <li>Trash is indicated by two quote marks: 3000,wrong number,Trash,""</li> </ul>	

## Creating a Recipient CSV File

1. Open a spreadsheet program such as Microsoft Excel.
2. Create a recipient table as shown in the previous example. Your fields should be identical to and in the same order as shown in the example.
3. Create a row for each contact you want to add.
4. Save the file as a .CSV Comma Separated Value file. If using Microsoft Excel, select Save As and select the CSV (MS-DOS) format.

## Importing a Recipient List

1. Click **Fax Configuration | Inbound Routing**.
2. Click **Import**.



3. Click **Browse** and select the file you want to import.
4. 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.
5. Click **Import**.

## Exporting a Recipient List

1. Click **Fax Configuration | Inbound Routing**.
2. Click **Export** and then click **Save**.
3. Browse to a destination and click **Save**.

## Deleting Recipients

1. Click **Fax Configuration | Inbound Routing**.
2. Click **Delete All** to permanently delete all recipients.  
Click **Delete** for an individual recipient to permanently delete that entry.
3. Confirm the deletion when prompted.

# Chapter 6 – Advanced Configuration

## Configuring Fax Log Purging

Set the interval when the fax log files are deleted. By default, the logs are removed each Sunday at midnight and one day's logs are kept.

1. Click **Fax Configuration | Fax Logs**.
2. Set log purge parameters and click **Save**.

### Fax Log Purge Parameters

Field	Description	
Purge Logs Now	Click to immediately delete log entries older than the current setting for the Only purge log entries older than field.	
Email Logs Now	Click to immediately send the administrator the log files without deleting anything.	
Email Expired Entries to Administrator	Check 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 the 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 <sup>th</sup> 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

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

# Using the Common UNIX Printing System

You can configure FaxFinder to use the Common UNIX Printing System (CUPS).

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

## Updating Software

Update the software on your FaxFinder when there is a new release. There are two types of software updates: one for the FaxFinder unit and one for the individual modems in the FaxFinder.

### Updating FaxFinder Software

To check for updates:

1. Click **System Configuration | Software Update**.
2. Click **Default** to ensure the Update Source field is set for the factory URL.
3. Click **Check for Updates**. FaxFinder checks the designated site for a newer software version. If an update is available, an Upgrade button and README link appear.
4. Click **Upgrade** to download and install the update. FaxFinder prompts you to confirm the installation. Click **Yes** to upgrade and reboot automatically. Click **Cancel** if you do not want to update at this time.

The update process takes several minutes. Click **README** to view information about the new version.

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

**Note:** During the upgrade, the HTTPS port (TCP 443 by default) and TCP port 80 needs 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 may 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.

**Current Version** - Displays the current software version installed on your FaxFinder.

### Updating Modem Software

This section is for updating the FaxFinder's internal modems. Your model will determine how many internal modems are available.

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

### Downloading and Extracting the Modem Software Update

To download and extract firmware:

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

## Installing the Update

To update the firmware:

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

1. Click **System Configuration | Software Update**.
2. Verify that the firmware version currently installed on the modem(s) is older than the firmware you downloaded. Generally, older versions have a lower number.

**Caution:** Do not install an older firmware version unless Multi-Tech Technical Support tells you to.

3. Check the modems that you want to update. The number is based on the FaxFinder model (1-2 for the FF240, 1-4 for the FF440 and 1-8 for the FF840). You can update multiple modems at one time. Before starting the update, verify that modems are not sending or receiving a fax.
4. Click **Browse** and select the **.HEX** file downloaded.
5. Click **Update**.

## Setting the Debug Level

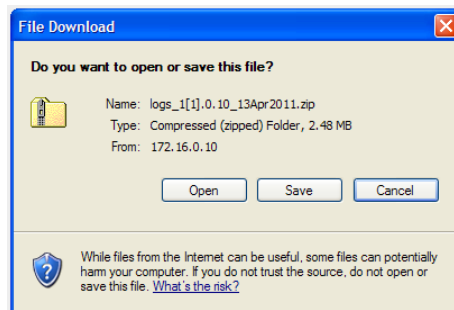
When standard troubleshooting does not resolve an issue, collect debugging information for Multi-Tech Technical Support for more in-depth analysis.

1. Click **System Configuration | Debug**.
2. Select the logging level that Multi-Tech requests from the drop down list. Options are:
  - Emergency
  - Alert
  - Critical
  - Error
  - Warning
  - Notice
  - Info
  - Debug
3. Click **Save**.

## Downloading System 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 Technical Support for sending it in.



## Faxing to the Same Number Simultaneously

To allow FaxFinder to send faxes to the same number simultaneously:

1. Click **Fax Configuration | Outbound**.
2. Check **Allow simultaneous faxing to the same number** and click **Save**.

## Archiving Outbound Faxes

To enable outbound fax archiving:

1. Click **Fax Configuration | Outbound**.
2. Check **Enable Outbound Archive**.
3. Select **PDF** or **TIFF** as the format for the fax archive file. Default is PDF. Because TIFF is an image file; if you select this, you will not be able to search for a particular word in a fax.
4. Click **Browse** and select a shared folder for storing archive files. This shared folder must be configured in System Configuration | Shares.
5. Click **Save** when you have set the archive parameters.

FaxFinder names archive files in the following format: fax\_outbound\_#dialed\_date\_time\_faxID#

## Enabling Outbound Fax Approval

Use Outbound Approval to restrict outgoing faxes through several categories.

To enable outbound fax approval:

1. Click **Fax Configuration | Outbound Approval**.
2. Check **Enable Outbound Approval** to use some or all outbound fax approval options.
3. Add **Approvers**, which are users who can approve outgoing faxes. By default the Admin account is selected. To add other approvers:
  - 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 from the drop down list.
4. Add **Approved Fax** numbers, which are any phone numbers or partial numbers that do not need approval for sending faxes.
  - 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.
5. Add **Approved Users**, which are users who can send faxes without approval. By default the Admin account is selected.
  - 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 from the drop down list.

6. Schedule **Reminders** 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.
  - Click **Add** and enter a time in minutes.
  - Click **Remove** to delete a time.
7. Click **Save**.

## Enabling the Outbound Approval Report

To generate and schedule fax approval reports that are sent to the Approvers.

1. Click **Fax Configuration | Outbound Approval**.
2. Check **Enabled** under Outbound Approval Report.
3. Select either **CSV** or **XML** for the report format. CSV is the default.
4. Set 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	Select minutes to set intervals that are not on the hour.
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.
5. Click **Save**.

### 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

## Configuring Store & Forward Fax (T.37)

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

1. Click **Fax Configuration | Store & Forward Fax (T.37)**.
2. Check **Enable T.37**.
3. Set parameters and click **Save**.

## Store & Forward Fax (T.37) Parameters

Field	Description	
Require Authentication	Check to require a valid username and password to use with 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.	
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.	

## Adding Additional Hosts

You can add 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.

**Add Recipient Host**

Recipient Host

1. If you are not on the Store & Forward Fax page, click **Fax Configuration | Store & Forward Fax (T.37)**.
2. Click **Add**.
3. Enter the hostname or IP address and click **Save**.

---

# Chapter 7 –Cover Pages

This chapter explains custom cover pages and how to add them to FaxFinder. It includes how to setup default opt-out information.

## Custom Cover Pages

FaxFinder uses PDF forms for cover pages. You can create cover page forms with Adobe Acrobat Pro.

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 fills in text fields and ignores 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.

### 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.

## Text Field Names and Descriptions

FaxFinder x40 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

## Adding Cover Pages to FaxFinder

To make a cover page available to FaxFinder users:

1. Click **Fax Configuration | Cover Pages**.
2. Click **Add**.
3. Browse to a cover page PDF file.
4. Click **Add**.

## Providing Default Opt-Out Information for Cover Pages

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

1. Click **Fax Configuration | Cover Page**.
2. Enter a phone number that recipients can call to opt-out of faxes.
3. Enter a fax number that will accept out-out faxes.
4. 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.
5. Click **Save**.

---

## Chapter 8 – Installing FaxFinder Fax Client Software

FaxFinder Fax Client software allows users to send faxes through the Fax Client or any application with a print option. Install the FaxFinder client software on each user's computer and then associate it with a FaxFinder unit. You can push the client software out to user computers or install it on one computer at a time.

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

**Important:** If you have an old version 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 or use mass uninstall.

### Using FaxFinder Client Mass Uninstall

Download the mass uninstall MSI package is available from the Multi-Tech System web site to mass uninstall 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
```

### Pushing 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. Use the Windows Installer command msiexec to run this installer from the command line.

**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 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

```
LAUNCHPRODUCTIONBOOT=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 LAUNCHPRODUCTIONBOOT=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](http://microsoft.com) and search for Knowledge Base article number 816102.

## Installing the Software on a Single Computer

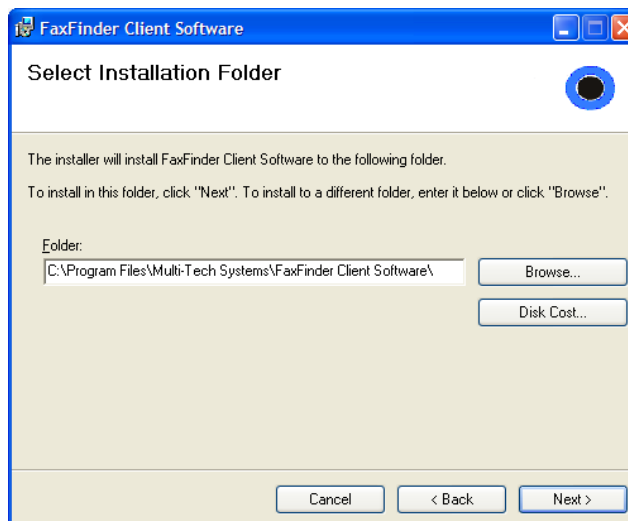
**Important:** If you have old versions of any FaxFinder client software installed, uninstall that software before installing a new version. Use the Add or Remove Programs utility in the Windows Control Panel to uninstall.

To download the FaxFinder client software:

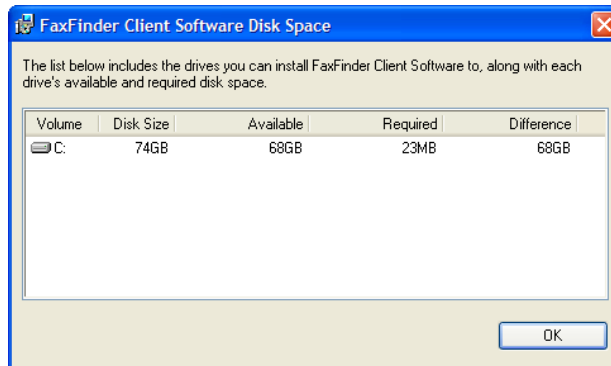
1. Go to the Multi-Tech Installation Resources website, [www.multitech.com/setup/product.go](http://www.multitech.com/setup/product.go).
2. Select your FaxFinder model from the **Choose your Product** drop down list.
3. Click **Software**.
4. Double-click the link for the version you want to install and select **Run** or **Open**, depending on your system. If you get a message about the publisher not being verified, click **Run**. If you get a message about the file not being commonly downloaded, click **Actions | Run Anyway**. Some browsers may require you to save the file before running it.



5. Click **Next**.

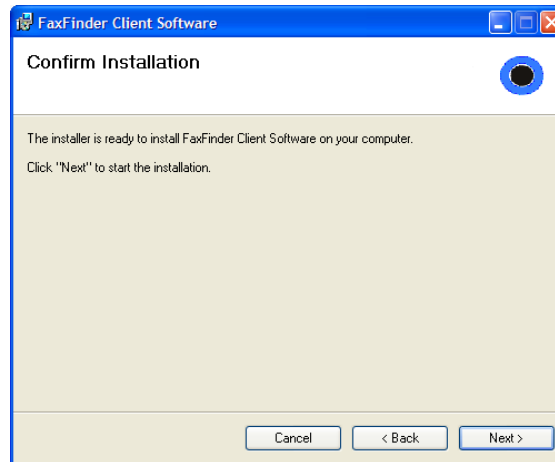


- Browse to the location where you want install the FaxFinder client. In most cases, the default file location is recommended.

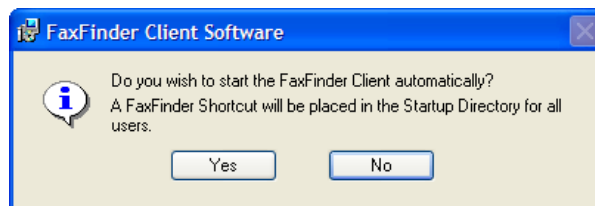


To determine if the selected location has adequate available space for the FaxFinder client, click on **Disk Cost**. Click **OK** to close the Disk Cost window.

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



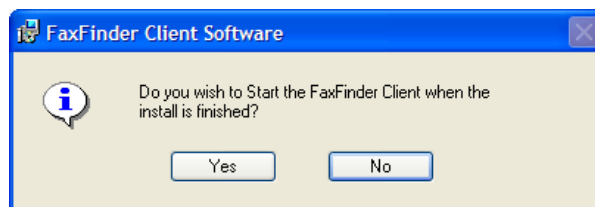
The Installing FaxFinder Client Software screen appears while files are copied. Then, the installer asks if you want FaxFinder to start automatically when you start your PC.



- Click **Yes**, if you want a shortcut in the Startup directory.

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

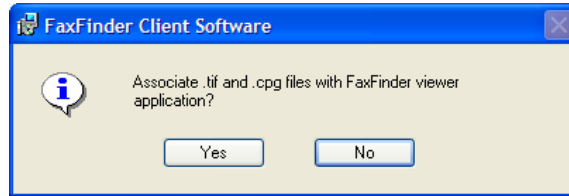
**Note:** This window does not pop-up during a Terminal Services installation.





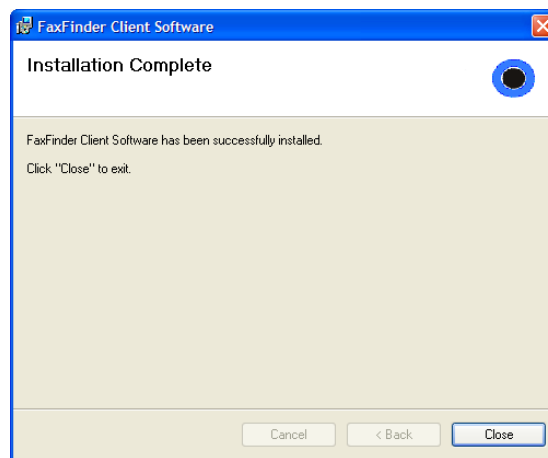
10. Select **Yes** to launch FaxFinder when the installation completes.

The installer asks if you want to associate .TIF and .CPG files with the Multi-Tech Tiff Viewer. If you select Yes, these file types open in the Multi-Tech Tiff Viewer by default.




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 your current program.



12. Click **Yes**, if prompted to confirm the installation.
13. 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**.

## Setting Usage Rights for the FaxFinder Printer

If your users have a problem printing faxes, you may need to change some settings for the Windows printer.

### For Windows XP and earlier:

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

1. Go to **Start | Printers and Faxes**.
2. Right-click on the printer you want to setup and select **Properties**.
3. Click the **Security** tab.
4. Check **Print** under Allow.
5. Click **OK**.

**For Windows Vista, Windows 7 and later:**

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

1. Go to **Start | Devices and Printers** or open the Control Panel and select **Printers** (under Hardware).
2. Right-click on the printer you want to setup and select **Properties** (Vista) or **Printer Properties** (Windows 7).
3. Click **Security**.
4. Check both **Print** and **Manage Printers** in the Allow column.
5. Click **OK**.

## 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 users to send faxes through a particular FaxFinder unit.

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.

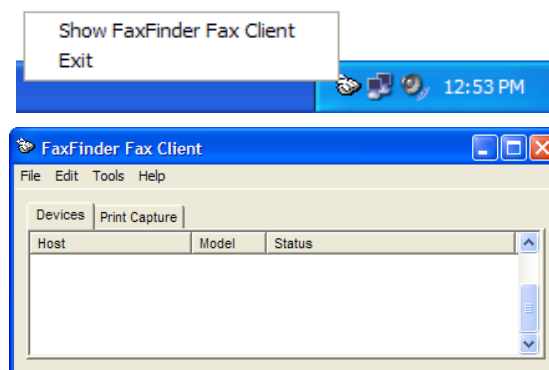
**Note:** If you use multiple FaxFinder units, all units may have the same username and password or there may be a unique login for each.

1. Start the fax client, if it is not running.
  - If the software is set to launch when the computer boots up, the FaxFinder icon, , appears in the system tray in lower right corner.

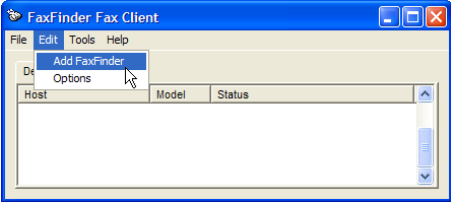
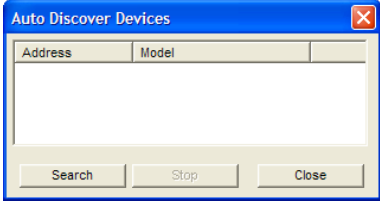
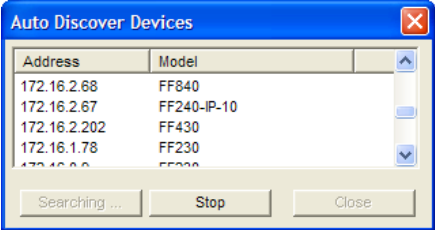


System Tray Icon

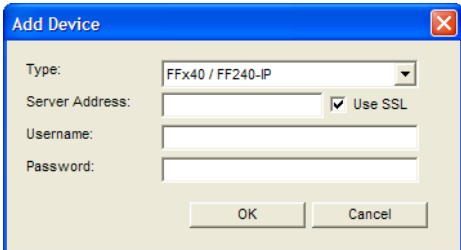
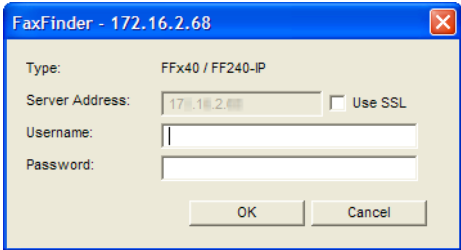
- If the FaxFinder icon is not in the system tray, click **Start | All Programs | FaxFinder Client Software | FaxFinder Client**.
2. Click the FaxFinder Client icon, , and select **Show FaxFinder Fax Client**.



### 3. Add or Auto Discover Devices the FaxFinder.

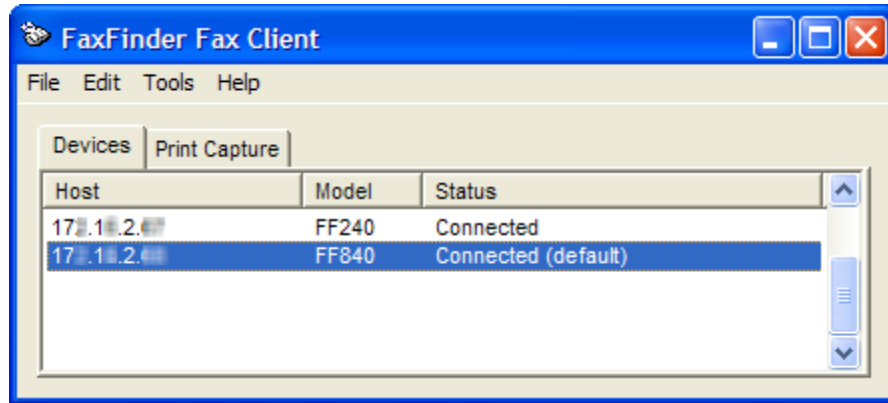
Add a FaxFinder Manually	Use Auto Discover Device
<ul style="list-style-type: none"> <li>If you have the IP address, click <b>Edit</b> and select <b>Add FaxFinder</b> to add the unit manually.</li> </ul> 	<ol style="list-style-type: none"> <li>If you do not have the IP address, open <b>Tools</b> and select <b>Auto-Discover Devices</b>.</li> </ol>  <ol style="list-style-type: none"> <li>Click <b>Search</b> to search the available network for available FaxFinder units.</li> <li>Right-click on a name or IP address to open a pop-up menu and click <b>Add</b>.</li> </ol> <p><b>Note:</b> Depending on your configuration, your firewall may require you to select Allow Access to search.</p> 

### 4. Enter Device information.

Add a FaxFinder Manually	Use Auto Discover Device
<ol style="list-style-type: none"> <li>Select the FaxFinder model family from the <b>Type</b> drop-down list.</li> <li>Enter the <b>IP address</b> in the <b>Server Address</b> field.</li> <li>If a secure login is required, check <b>Use SSL</b>.</li> <li>Enter the <b>Username</b> and <b>Password</b> required by the device.</li> </ol> 	<p>Auto Discover Device automatically adds the <b>Type</b>.</p> <ol style="list-style-type: none"> <li>If a secure login is required, check <b>Use SSL</b>.</li> <li>Enter the <b>Username</b> and <b>Password</b> required by the device.</li> <li>Close the Auto Discover window when you have finished adding FaxFinders to the Fax Client.</li> </ol> 

**Note:** The username and password entered here must match the username and password entries 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 **in** to **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 and password combination is wrong. Verify that the username and password you entered matches the username and 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**.

---

# Appendix A – Troubleshooting

Additional troubleshooting information is available through the Multi-Tech Knowledge Base at <http://www.multitech.com/kb.go>. If you need help troubleshooting, you can create an account and submit a support case directly to our technical support team. Go to <http://support.multitech.com>.

## What if I can't see my FaxFinder's web page?

Verify that the Admin PC is on the same subnet as the FaxFinder and that it can be pinged.

1. Launch a Command Prompt. In Windows, this is usually found through Start | All Programs | Accessories.
2. Type **ipconfig** and press **Enter** to verify that the Admin PC's IP address is in the same network as the FaxFinder's IP address.
3. Then type **ping 192.168.2.1** (or *server's current IP address*) and press **Enter**.

If FaxFinder replies to the ping and you are still unable to view the FaxFinder web page, contact Multi-Tech Support through the 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**.

## What if I don't get an email when I click Send Test Email?

This pertains to the SMTP settings (System Configuration | SMTP) and may be caused by any of the following:

1. [The name server cannot be resolved](#)
2. [The mail server cannot be contacted](#)
3. [The client PC running the mail software cannot connect to the mail server](#)
4. [The administrator's email address may be missing or incorrect](#)
5. [The email server does not support SMTP](#)
6. [A discrepancy exists between FaxFinder's SMTP settings and the mail server's user ID and password requirements.](#)

1. **The name server's address could not be resolved** (FaxFinder 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 (using the name server address)
```

If the name server ping fails, determine why it failed:

- The name server may be on a different subnet.
- The default gateway may be 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 can successfully ping the mail server by its IP address, but cannot ping it via its domain name, then the name server is not functioning correctly.
- If the mail server cannot be pinged by either its domain name or its IP address, the mail server may not be running or contacted by FaxFinder. See #2.

## **2. The mail server is not running or cannot be contacted from the FaxFinder unit.**

To verify that the mail server is running, use your email software to send an email to yourself.

- If you cannot send an email to yourself, the mail server is not running. Troubleshoot the mail server.
- If you can send an email to yourself, the problem is between your mail server and the FaxFinder unit. Contact Multi-Tech Technical Support through our portal at <https://support.multitech.com>.

## **3. The client PC running the mail software cannot connect to the mail server.**

Troubleshoot the mail server.

## **4. The administrator's email address may be missing or incorrect.**

Check the administrator's email address through the User page.

## **5. The mail server does not support SMTP.**

- a. Use secure shell to contact the FaxFinder either at its IP address or name (if a name server is present).
- b. Specify the SMTP Port Number.  
The standard port number is 25, but you can configure this number through System Configuration | SMTP.
- c. Use Telnet (*IP address: port*) to get to the SMTP server.
  - The mail server should return a Welcome message.
- d. Enter EHLO.
  - The mail server should list supported protocols and other information.

If the mail server does not respond to the welcome message or the EHLO, either it does not support SMTP or the port number is wrong. The port number specified in the System Configuration | SMTP must match the port number used in Telnet.

If the email server does not support SMTP, it will not work with any FaxFinder.

## **6. A discrepancy exists between FaxFinder's SMTP settings and the mail server's user ID and password requirements.**

Some mail servers require a user ID and password and reject authentication if they are not provided. Other mail servers do not require a user ID and password and reject authentication if provided.

- a. Confirm your mail server's user ID and password requirements.

- b. Verify that FaxFinder’s System Configuration | SMTP settings are correct for your mail server. As required by your mail server, either enter the SMTP user ID and password or leave these fields blank.

## What if FaxFinder doesn't answer a fax call?

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

1. Situate yourself in a place where you can see the FaxFinder and, simultaneously, use a phone on a regular POTS line.
2. Use the POTS phone to dial one of the FaxFinder phone numbers.
3. 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.

## Where can I Find the SMTP Error Code List?

You can look up these SMTP error codes on the Internet Engineering Task Force RFC repository at [ietf.org](http://ietf.org).

## Dealing with Failed Fax Reports

Occasionally, users may receive FaxFinder emails about faxes that failed partially or entirely. Some or all of the faxed pages may not be readable. 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 communication between the sending modem and the FaxFinder’s receiving modem. This information may help prevent 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 is part of a larger pattern, modem log files help 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? Verify that phone lines are connected securely.
- 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](http://www.ietf.org)).

To use T.37 to send faxes, enter one or more options in the format option=value. To use multiple options, 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 – 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.
10. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
11. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
12. This equipment is hearing aid compatible.
13. Manufacturing Information on telecommunications device (modem) embedded in FF-240/440/840 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

**Note:** This equipment has been tested and found to comply with the limits for a **Class A** digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. . 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.
- Connect 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.

**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 (MII) 制定的电子信息产品 (EIP)

标准—中华人民共和国《电子信息产品污染控制管理办法》(第 39 号), 也称作中国

RoHS, 下表列出了 Multi-Tech Systems, Inc. 产品中可能含有的有毒物质 (TS) 或有害物质 (HS) 的名称及含量水平方面的信息。

成分名称	有害/有毒物质/元素					
	铅 (PB)	汞 (Hg)	镉 (CD)	六价铬 (CR6+)	多溴联苯 (PBB)	多溴二苯醚 (PBDE)
印刷电路板	O	O	O	O	O	O
电阻器	X	O	O	O	O	O
电容器	X	O	O	O	O	O
铁氧体磁环	O	O	O	O	O	O
继电器/光学部件	O	O	O	O	O	O
IC	O	O	O	O	O	O
二极管/晶体管	O	O	O	O	O	O
振荡器和晶振	X	O	O	O	O	O
调节器	O	O	O	O	O	O
电压传感器	O	O	O	O	O	O
变压器	O	O	O	O	O	O
扬声器	O	O	O	O	O	O
连接器	O	O	O	O	O	O
LED	O	O	O	O	O	O
螺丝、螺母以及其它五金件	X	O	O	O	O	O
交流-直流电源	O	O	O	O	O	O
软件/文档 CD	O	O	O	O	O	O
手册和纸页	O	O	O	O	O	O
底盘	O	O	O	O	O	O

**X** 表示所有使用类似材料的设备中有害/有毒物质的含量水平高于 SJ/Txxx-2006 限量要求。

**O** 表示不含该物质或者该物质的含量水平在上述限量要求之内。



global routing.....	28
group .....	42
add .....	42
add contacts to existing .....	42
delete .....	42

**H**

hosts .....	51
-------------	----

**I**

import	
personal contacts.....	41
recipient list .....	43, 45
users.....	39, 41
inbound fax	
log .....	35
routing .....	28
status .....	33
initialize.....	34
install .....	17
mass.....	54
install client software.....	55
IP address.....	18

**L**

LEDs .....	13, 14
line routing.....	28
log	
configure purging.....	46
login .....	31
logs.....	35
download .....	48

**M**

mail log .....	35
mail queue .....	34
mass uninstall .....	54
max extension digits .....	26
modem	
configuration.....	25
log .....	35
reset.....	34
status .....	32
mount in rack.....	16
Multi-Tech Installation Resources site.....	55

**N**

navigation .....	31
network	
printer .....	22
configuration.....	20
share .....	23

**O**

opt-out .....	53
outbound fax	
approvals.....	49
archive .....	49
cancel .....	34
log.....	35
simultaneously to the same number .....	49
status.....	33

**P**

password prompt .....	31
PBX call routing .....	12
pdf .....	10
personal contact.....	40
add individually .....	41
delete .....	42
groups.....	42
import.....	41
who can add .....	40
personal group	
add.....	42
primary DNS .....	20
printer	
adding network printer .....	22
status.....	32
ps .....	10

**R**

rack mount .....	16
RD LED.....	14
reboot FaxFinder .....	36
recipient	
delete .....	45
export .....	45
import.....	45
routing.....	28
report .....	50
reset modem .....	34
reset PC IP address .....	19
restore factory defaults.....	36
restore file .....	36
create .....	30
RJ-11 .....	17
RJ-45.....	17
routing inbound faxes .....	28

**S**

Safety Warning Telecom .....	8
secondary DNS .....	20
setup	
IP address .....	19
test fax.....	22
share.....	23
status.....	32
site security certificate .....	24
SMTP .....	21
start FaxFinder client automatically .....	56

static delivery.....	12
status .....	32
printer .....	32
share .....	32
system.....	32
subnet mask.....	20
system configuration	
basic .....	18
restore .....	36
system status .....	32

**T**

T.37	
fax configuration .....	50
implementation .....	64
TD LED.....	14
technical specifications .....	10
test fax .....	22
tif .....	10

time .....	21
format.....	21
setup.....	20
zone.....	21
troubleshooting.....	61
txt .....	10

**U**

update firmware .....	47
user	
add individually .....	24
delete .....	39
edit user contacts .....	40
import.....	39

**V**

view logs.....	35
----------------	----