Product Bulletin

FaxFinder® IP Fax Server Compatibility with etherFAX®

Now Available!

Date: September 15, 2016

I. Summary

The FaxFinder® fax server is an all-in-one fax server that provides distributed faxing capabilities over a WAN, from a corporate office to small remote offices as well as to field sales people. All FaxFinder IP hardware (FF240-IP-2 & FF240-IP-2.R1) and channel upgrades are now compatible with the etherFAX® network, providing users a dedicated fax network built for speed, reliability and security.

Since the first FaxFinder IP release, which exclusively leveraged SIP/T.38, many users have struggled with challenges associated with this method of fax transport. While SIP/T.38 faxing is still available, MultiTech has selected etherFAX as the preferred method of fax transport with FaxFinder IP.

etherFAX is available for all FaxFinder IP customers in North America. For rest of world compatibility, please contact MultiTech sales.

The purpose of this bulletin is to provide details and information for the FaxFinder IP and connecting to the etherFAX network.

II. Learn More – Live Webinars on September 27 & 29, 2016

Register for and attend the upcoming MultiTech webinars to learn more about the etherFAX network and FaxFinder IP integration process. This webinar series will cover:

- History of Fax-over-IP (SIP/T.38) Challenges
- etherFAX: What is it and why?
- FaxFinder IP & etherFAX Compatibility
- Q&A

III. Suggested Action Plan

To help facilitate etherFAX education, we recommend the following actions be taken:

- Register for and attend the upcoming MultiTech webinars to learn more about the etherFAX network and FaxFinder IP integration process.
- Forward this bulletin to others within your organization who actively sell and support the FaxFinder fax server.
- Note that the both the FF240-IP-2.R1 and FF240-IP-2 are now compatible with the etherFAX network, meaning both existing and new users can take advantage of this improved fax transport. FaxFinder IP channel upgrades are also compatible with etherFAX network.
- Contact MultiTech sales to receive an etherFAX service quote – sales@multitech.com or 888-288-5470 (+763-785-3500).

IV. etherFAX Resources

The FaxFinder IP has been successfully tested and approved for use on the etherFAX network. Below are links to etherFAX application notes and other resources.

> FaxFinder IP – etherFAX Compatibility
> etherFAX Overview
> etherFAX – More Than Dial Tone
> etherFAX and Security
> etherFAX and HIPAA
> etherFAX Secure Exchange Network (SEN)

V. FaxFinder IP – etherFAX Compatibility & Upgrade Process

FaxFinder IP - Firmware Upgrade

To use etherFAX, the FaxFinder IP firmware must be upgraded to version 4.0.0.3. An upgrade can be executed within the FaxFinder IP admin web interface under "System Configuration" and "Software Update." A new client software version is also available for download at www.multitech.com/models/92500778LF.

FaxFinder IP Channel Upgrade Process

1. Reseller identifies that additional channels are required for the FaxFinder IP and then contacts the distributor and places an order for the appropriate number of FF240-IP-UPGRADE-XX. Reseller must provide:
   a. Number of channels in use on current FaxFinder IP
   b. Number of channels desired on current FaxFinder IP
   c. Serial number of current FaxFinder IP
2. The distributor forwards the above information to MultiTech Customer Service.
3. MultiTech Customer Service verifies that the current FaxFinder IP is capable of supporting the additional number of channels requested.
4. MultiTech Customer Service quotes the appropriate FF240-IP-UPGRADE-XX item number to the distributor.
5. Distributor places order for the FF240-IP-UPGRADE-XX part number.

6. MultiTech Customer Service sends an email to the distributor and customer (if provided) containing:
    a. FF240-IP-UPGRADE-XX license upgrade
    b. FF240-IP-UPGRADEXX redemption instructions
7. Using the redemption instructions, the reseller visits the MultiTech redemption website to begin the upgrade process

www.multitech.com/upgrade/ffip.go

8. The reseller enters the following information to upgrade the FaxFinder IP:
    a. Hardware ID (from FaxFinder "Advanced Configuration" menu)
    b. Desired number of active channels (defined by the customer)
    c. Upgrade Code (from the redemption instructions)
    d. Email address for sending copy of license key
9. The "Redeem" button is selected and a license key is presented. The reseller enters key into the FaxFinder using an administrative screen. The customer also receives an email from MultiTech which contains the license key.
10. The FaxFinder IP is now upgraded to requested number of channels and is compatible with etherFAX or SIP/T.38 installations.

The FaxFinder IP FF240-IP-2.R1 hardware has the ability to be upgraded from 2-channels up to 24-channels. The previous FaxFinder IP, FF240-IP-2, can be upgraded from 2-channels to 8-channels.

If you have any questions regarding the FaxFinder IP compatibility or upgrade process, please contact your MultiTech Authorized Distributor.

VI. FaxFinder Product Overview

The FaxFinder fax server is a network-attached appliance that replaces legacy paper-based fax machines and expensive online subscription-based services. Users are able to send outbound faxes electronically using the FaxFinder fax client, web interface, or their existing email client. The FaxFinder receives inbound faxes and routes them globally to all users or to individual users based on DID number or line number. Faxes are received electronically as PDF or TFF files in an email inbox or network folder. Faxes can also be sent to a network printer where they can be queued and printed. If necessary, inbound faxes can be received in all three methods.

The FaxFinder fax server meets an evolving set of customer needs. In some cases, these needs are focused on the replacement of analog, paper based fax machines. However, faxing is a critical communications technology for a wide variety of organizations and markets. Whether faxing invoices, purchase orders, legal documents, financial summaries, or medical records, fax continues to be the preferred and required delivery mechanism because of its reliability, security, and convenience. The FaxFinder fax server allows customers to meet a number of additional organizational needs:

Cost Savings:
- Eliminate the costs associated with legacy paper-based fax machines
- Replace expensive subscription-based fax services

Centralize Operations:
- Eliminate multiple fax machines in a corporate office
- Provide fax services to remote and mobile employees

Compliance:
- Healthcare initiatives (HIPAA)
- Government (Sarbanes-Oxley Act)

Integration:
- Business Operations: Automate outbound faxes based on business rules
- Phone Systems: Important addition to any unified communications system

Developer Forum

Customers who are integrating the FaxFinder Web Services API with their current business operations can use the MultiTech Developer Forum to gain access to developer resources and the FaxFinder development community. Application examples can be searched and posted in the forum and you can establish your own developer network.

Installation Support Service

MultiTech Installation Support Service delivers priority service with the ability to work one-on-one with an experienced MultiTech technical support engineer and guide customers through the installation of our products. Customers receive priority service with the ability to remotely work one-on-one with an experienced MultiTech technical support engineer, who guides them through the installation process.

VII. Additional Information and Resources

If you have any questions or require additional information on this Product Bulletin, please contact your MultiTech sales representative.

Additional Resources:
- Interoperability Notes
- etherFAX Webinar Registration Page

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