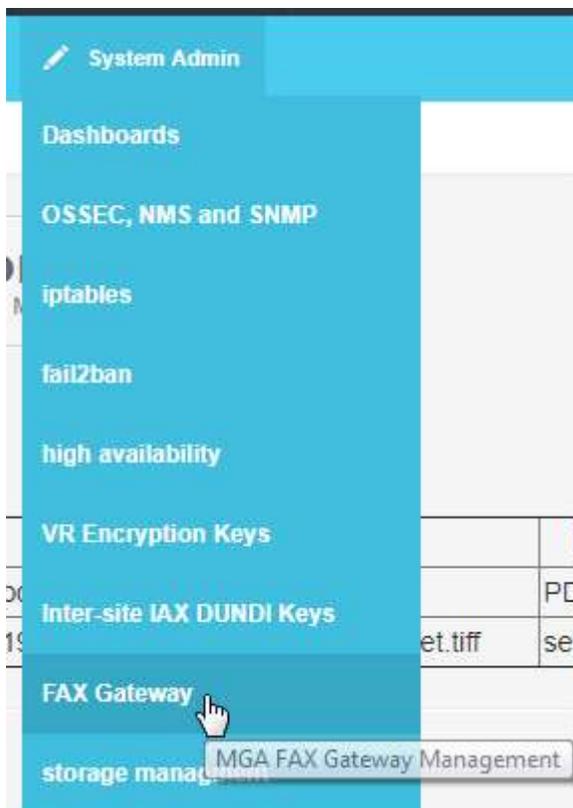OVERVIEW OF FEATURES

- Asterisk based FAX Gateway for analogue and voip FAX connectivity
- Support for FAX machines, client desktop FAX, Windows/FAX server, FAX gateway etc..
- Support for eMail to FAX and FAX to eMail {tiff and pdf}
- FAX autodetect on main numbers and/or dedicated DID FAX extension numbers
- GUI driven from Asterisk Cluster Manager
- Auto FAX delivery based upon account and extension configuration
- Notification of FAX delivery by eMail and voicemail
- Account and user level locking
- Account and user level reporting
- Included within the full enterprise license of Asterisk Cluster Manager

Select from the 'System Admin' tab in Asterisk Cluster Manager

All clusters can be managed from the central Asterisk Cluster Manager and each cluster can have a dedicated FAX gateway depending on the requirements of the enterprise.

The Asterisk Cluster Manager screens are based upon a standard css to keep the management as simple as possible.

Users and/or groups can be configured and associated with inbound FAX DID numbers or extensions so that inbound FAX delivery is automatically sent to the configured eMail for that user/group. Users can be granted permissions to send and/or receive FAXs and full reporting is available.

Example screen from the FAX Gateway Management ;

This example is showing the status of inbound and outbound FAXs for the cluster.   As with any of the GUI screens, you can click on any blue header to sort the column as required.

Selecting 'statistics' will show the Asterisk counters for the selected cluster, selecting 'configuration' will show the following screen   ;

NOTICE -   username 'CATCH-ALL'   is a default to receive FAXs coming inbound through any undefined numbers such as main IVR or trunk DID numbers using FAX-autodetect   this allows companies to use the same main DID contact number for the business for both FAX and voice.   Alternatively, a dedicated FAX DID number can be mapped as the main company FAX number if required.   ALSO   each individual user can have FAX autodetect on their extension numbers if they required individually mapped FAX connectivity.

Dedicated FAX extensions can also be used for analogue FAX machines, Windows client FAX desktops, Windows FAX server and other FAX gateways if required.

Users that have been configured can then send FAX messages from FAX or eMail through the FAX gateway and receive FAXs through their mapped FAX devices or eMail.

For example {from the table above} - user   keithc   has email address   keith@mail2.kccvoip.net, is in account group 'kccvoip', has extension # 6001 and is authorised to send and receive FAXs.   Keithc can send an eMail ;

eMails must be sent to

kccFAX@{domain}

Subject must start with the word FAX and be followed by the destination FAX number

Attachments can be PDF or TIFF

The PDF attachment will be converted into a FAX tiff and sent to the DID number specified in the eMail 'Subject:'   - on this case   to   1 646 570 1658

The FAX will be sent using the standard company defined headers showing the company and users contact numbers set in the profile for user 'keithc'.   The FAX status and logs will be updated as the eMail is received, queued for PDF to TIFF conversion, queued for FAX transmission and FAX delivery status seen.

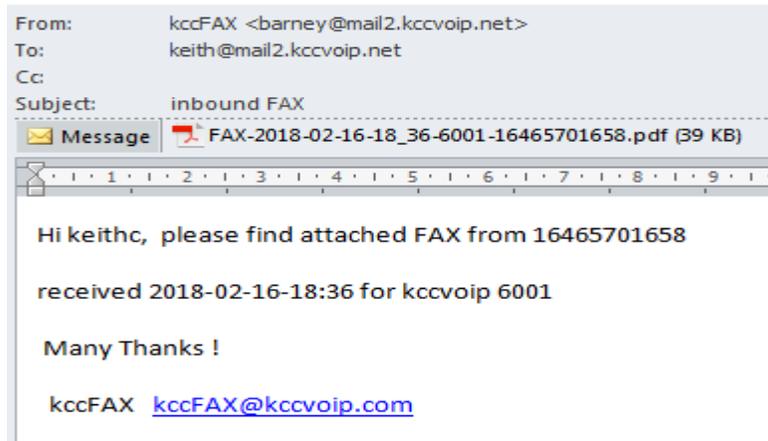16-Feb-2018 11:40   'KCCVoIP +16465701658'   '16465701658'   p.1

RG-ALARM **REMOTE** COMMANDS

2-4 rings, then 12-30 sec, then connect, enter

INBOUND FAXs are brought into the gateway from autodetect on a voice number or through a dedicated DID number.   The inbound FAX is then converted from TIFF to PDF and delivered as described by the configuration for that user/account/DID number.   FAXs can be delivered via eMail, printer, FAX machine, Windows FAX client desktop, Windows FAX server or other FAX gateway. Notification of new FAX arrival can be eMail and/or voicemail and the status log is updated.

In the example above, an eMail has been received showing the FAX sender DID number, date and extension number or DID that received the FAX.   The PDF attachment file name contains this information also and will be the PDF version of the FAX received.

NOTE - VoIP CODECs must be G.711 or allow T.38 FAX, analogue can support up to FAX 14400 V29 on FXS or ATA interfaces.   Dedicated eMail required for each cluster FAX Gateway with an email address of kccFAX-{cluster}@{domain}.   Firewall and iptables/fail2ban connectivity required for the eMail traffic in addition to the Asterisk Cluster Manager requirements.