



FortiVoice™ 200D/200D-T/2000E-T2
Working with FortiVoice Fax
Technical Note



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1st Edition

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Working with FortiVoice fax

The FortiVoice unit supports fax in the following ways:

1. Use the FortiVoice unit to send and receive faxes.
2. Use a fax machine with the VoIP phone system.
3. With FortiVoice 200D-T, if you want to use your existing analog phone line, connect the fax machine directly to the FXS port. Make sure that the fax function is enabled when configuring the analog extension.

This technical note will describe the first two ways to use FortiVoice fax.

This technical note assumes that you use the FortiVoice 200D/200D-T/2000E-T2 3.0.0 software. Use this note in conjunction with the [FortiVoice 200D/200D-T/2000E-T2 Administration Guide](#).

Configuring the FortiVoice unit to send and receive faxes

The FortiVoice unit contains a full featured fax server that is able to receive faxes and forward them in PDF format to extensions' user web portals, email, or physical fax machines (see "Configuring a fax machine to use the VoIP phone system" on page 3). End users can log into their web portal to view the faxes and send faxes with uploaded PDF or JPEG files.

Configuring receiving faxes

1. Go to *Call Features > Fax > eFax Account* and click *New*.

The screenshot shows the configuration page for a new eFax account. At the top, there are input fields for 'Name', 'Number', and 'Display name', along with a 'Show suggested numbers' checkbox and an 'Enabled' checkbox which is checked. Below this is a section titled 'External Numbers' with a toolbar containing 'New...', 'Edit...', and 'Delete' buttons, and a table with columns 'Enabled', 'Incoming trunk', and 'DID n...'. The main section is 'Fax to Extension', which has two lists: 'Available : (286)' and 'Selected : (0/286)'. The 'Available' list contains SIP extensions such as 5230 (FortiVoiceTrunk5230), 7000 (Reception), 7003 (Zhiqiang Test3), 7004 (7004), 7005 (Yong Test 7005), 7006 (Yong Test 7006), 7007 (Zhiqiang Huang), 7010 (Robert Diao Vancouver), 7111 (IT PC Phone 7111), 7112 (Bill Testing), and 7113 (Mind Test). There are right and left arrow buttons between the lists. Below the lists are three expandable sections: 'Fax to Email', 'Relay to Fax Machine', and 'Archive'. At the bottom, there is a 'Description:' text area and 'Create' and 'Cancel' buttons.

2. Enter the name and extension number for the fax and enable it.
3. Map the DID numbers to the extension of the fax. Incoming faxes to the DIDs will all reach this extension.

4. Select the extensions that will also receive all faxes sent to this fax extension. Users of the selected extensions will receive email notifications when a fax is received if their extensions are linked with email addresses. In addition, users can monitor the faxes received on this fax extension in their FortiVoice user web portal and can choose to view, delete, resend, forward, or download the faxes.
5. If required, enter the email addresses to receive the faxes sent to this extension. Users will receive the faxes in PDF format.
6. If required, select the fax machines connected to the FortiVoice unit via T.38 adapters. Faxes will be relayed to the selected machines.
7. Optionally, enable fax archiving. Enter the maximum number of faxes to archive and the maximum number of days to keep them.
8. Click *Create*.

Configuring sending faxes

1. Go to *Call Features > Fax > Sending Rule* and click *New*.

Name:

Enabled:

Dialed Number Match

Match...	Strip	Prefix	Postfix

Call Handling

Schedule	Trunk	Caller ...	Warning Message	Account Code

2. Enter a name for this fax sending dial plan and enable it.
3. Add a dialed number match.
4. Configure the call handling action for the numbers matching the configured number pattern.
5. Click *Create*.

To configure fax settings

1. Go to *Call Features > Fax > Setting*.

Receive Send **Setting**

System station id:

System fax header:

T.38 Fax

Initiate a T.38 reinvite if the remote end does not

Fallback to audio (G.711) mode on T.38 failure

Send Queue

Max retry times:

Retry interval: (Seconds)

Wait time for an answer: (Seconds)

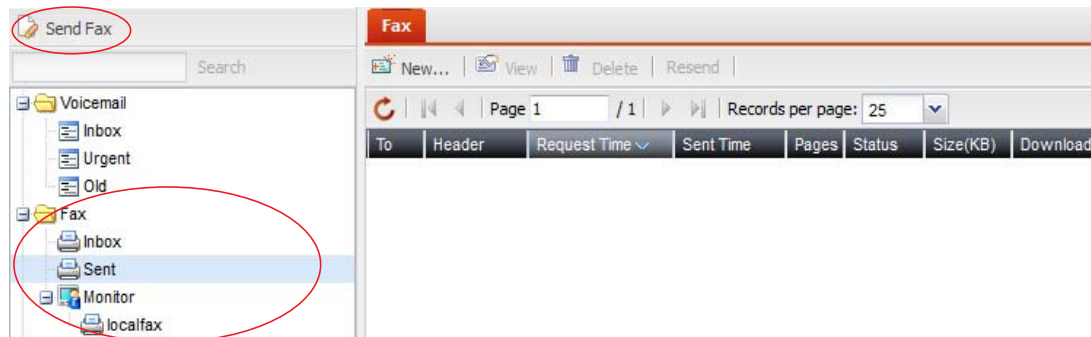
2. Enter a station ID and subject header that shows on each fax sent from the FortiVoice unit.
3. Configure T.38 fax and send queue options.
4. Click *Apply*.

Using the user web portal to view and send faxes

Each extension user can receive and send faxes using the user web portal.

If your administrator enables you to monitor a fax extension, you can also manage all of the faxes received on that fax extension. See step 4 in “Configuring receiving faxes” on page 1.

1. Log into your user web portal and go to *Fax*.



2. Do the following:

- To view and download a fax received on your extension, go to *Fax > Inbox*.
- To view and download a fax sent from your extension, go to *Fax > Sent*.
- To send a fax, go to *Fax > Sent* and click *New* to complete the configuration, or click *Send Fax* at the top of the page.
- To monitor a fax extension, go to *Fax > Monitor*. Click the fax extension you want to monitor. You can view, delete, resend, forward, and download a fax sent to this fax extension.

Configuring a fax machine to use the VoIP phone system

If you want to continue using your fax machine with the VoIP phone system, connect the fax machine to an adapter (such as OBIHAI OBi 200, Cisco SPA 112, or Grandstream HT 702) that supports T.38 first before connecting to the FortiVoice unit. T.38 is a protocol designed to allow fax to travel over a VoIP network.

In this case, the fax machine is treated like an extension. The FortiVoice unit receives faxes and relays them to the fax machine. Faxes sent from the fax machine will follow the fax sending dial plans.

To use this option, you need to create and enable the fax extensions first. You then need to configure the FortiVoice unit to receive and relay the faxes to the fax machine.

Creating a fax extension

1. Go to *Extensions > Extensions > Fax Extensions* and click *New*.

The image shows two configuration panels for a fax extension. The top panel, titled "Extension Setting", includes fields for "Number:", "User ID:", "Enabled:" (checked), "Display name:", "External caller ID:" (with an example "e.g, Jim <612223>"), "SIP password:" (54rBr9#R), "User PIN:" (123123), "Authentication type:" (Local), and "Language:" (--Default--). There are "Generate" buttons next to the password and PIN fields, and a warning icon with the text "Password policy is disabled". The bottom panel, titled "Advanced Setting", includes "Location:" (Internal), "SIP setting:" (--None--), "User privilege:" (--None--), "Department:" (--None--), and "MAC address:". Each of the SIP setting, User privilege, and Department fields has "New..." and "Edit..." buttons. "Create" and "Cancel" buttons are at the bottom.

2. Following the instructions of the online help, configure the *Extension Setting* and *Advanced Setting*. Make sure to select *Enabled*.
3. Click *Create*.

Configuring the FortiVoice unit to relay faxes to the fax extension

1. Go to *Call Features > Fax > eFax Account* and click *New*.
2. Configure the receiving rule following "Configuring receiving faxes" on page 1.

3. For *Relay to Fax Machine*, select the fax extension you just created from the *Available* field and click -> to move it to the *Selected* field.

The screenshot shows the 'eFax Account' configuration page with tabs for 'eFax Account', 'Sending Rule', and 'Setting'. The 'eFax Account' tab is active. Fields include 'Name', 'Number', 'Display name', and 'Enabled' (checked). Below is the 'External Numbers' section with a toolbar (New..., Edit..., Delete) and a table with columns 'Enabled', 'Incoming trunk', and 'DID n...'. The 'Relay to Fax Machine' section is expanded, showing two columns: 'Available : (2)' and 'Selected : (0/2)'. The 'Available' column contains '7009 (joetest) (fax)' and '7460 (Priti Gidda) (fax)'. The 'Selected' column is empty. Between the columns are buttons for '->' and '<-'. A red circle highlights the 'Available' and 'Selected' columns and the movement buttons. Below this is the 'Archive' section with a 'Description' field and 'Create' and 'Cancel' buttons.

4. Click *Create*.

