

## Adding Telco at Your Remote Site(s)

Tell Your Documents Where to Go  
and What to Do When They Get There

# What to consider

- “ Your Omtool Message Server (OMS), which at the core of both the Genifax and AccuRoute Fax products sets, supports faxing from remote sites.
- “ Users can send and receive f axes via email across your LAN/WAN.
- “ If you are interested keeping the current fax numbers associated with the remote site and/or would like to cut your long distance costs you will need set up a Telco point of presence at the remote site.
- “ For a Telco point of presence with FoIP you IP gateway at the remote site needs to support the T.38 standard

# Camtasia's SR-140 Host-based (FoIP) Fax over IP

“ SR-140 utilizes your company's IP infrastructure to deliver faxes:

1. All the SR-140 ports are installed by license on your OMS.
2. At this time it supports V.17 (14.4 Baud rate).
3. In order to fax from the remote site using their local phone settings and numbers the IP Gateway has to support either SIP or H323. The fax protocol should be the T.38 standard.
4. T.38 was created by the ITU (International Telecommunication Union) to correct shortcomings in the T.37 and the G.711 Pass through which are protocols that emerged early in FoIP market.
5. What did T.38 correct?
  1. T.37 Performance and Security issues were:
    1. Store and forward.
    2. Scan image, attach to email and send
    3. Not real time . no receipt confirmation
  2. G.711 Pass Through
    1. Encode fax audio for IP transport
    2. Heavy bandwidth requirements
    3. Susceptible to latency . high failure rate

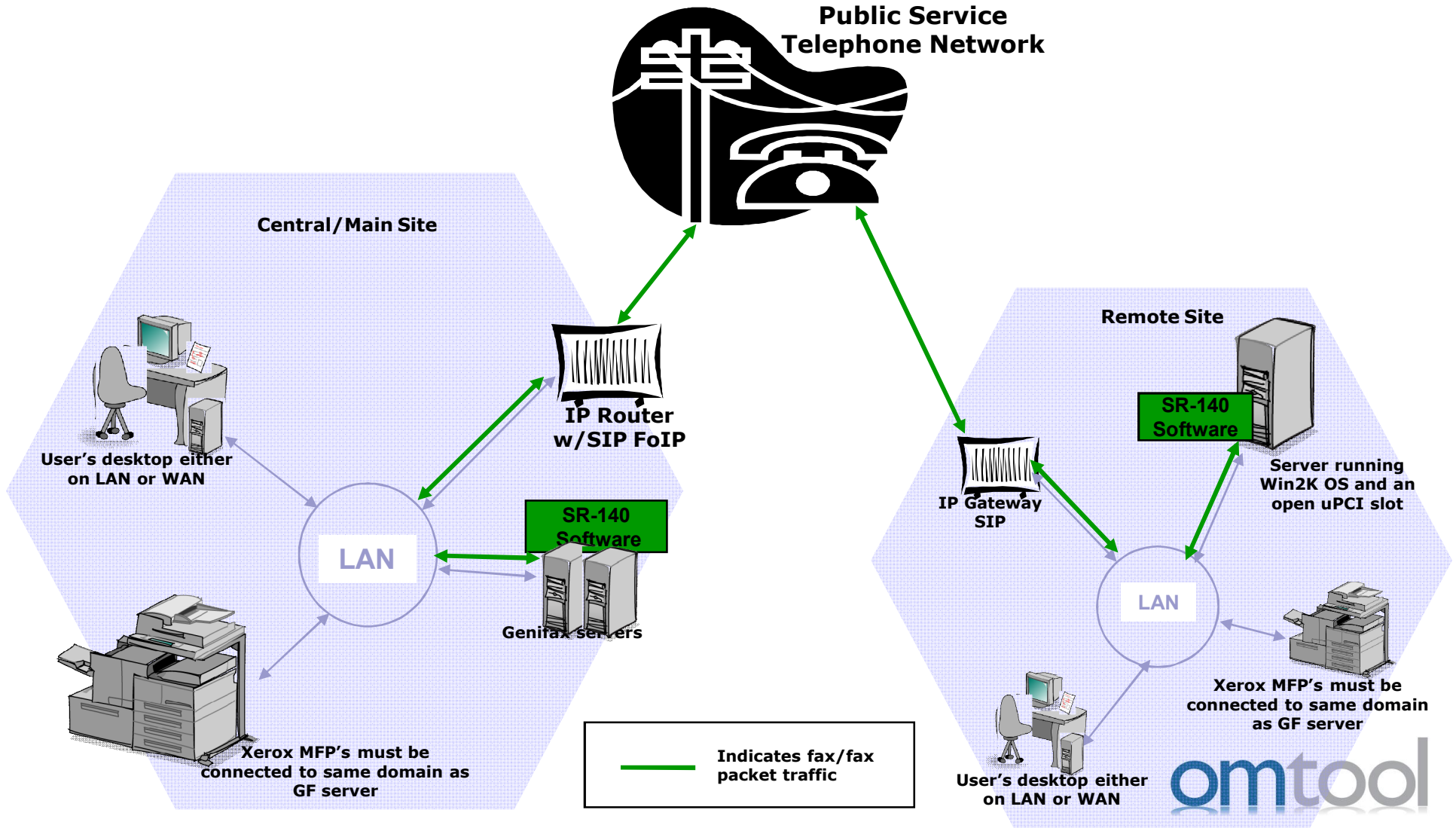
# Port Configuration Overview:

Omtool Message Server (Genifax/AccuRoute Fax) what licensing is required

“ Steps to license/configure OMS:

1. Install and configure a additional Telco Connector named for the remote site where the fax card is located. The additional Telco Connector can be purchased by contacting your Omtool Sales Rep. By installing an additional Telco Connector you can set separate dialing rules that are consistent with the existing telephony at that site. You can also configure inbound and outbound routing rules that effect just the remote sites ports.
2. You can opt to add the new port to your existing Telco connector, but it will limit the control you have over the remote ports. Plus if the remote site has an issue with connectivity that requires your restart the Modem Services on the OMS all your ports will be affected. However, if there is a separate Telco Connector managing the remote ports, you can then manage those port separately without effecting you whole pool of Telco ports.
3. Point the new Telco Connector to the server at the remote site, and the ports will be recognized and managed via the new Telco Connector.
4. Your Genifax/AccuRoute Fax is now capable of receiving inbound faxes from the local Telco/PBX and all you fax users can send faxes out from the remote location. The typical configuration will be to set rules on the OMS that dictates which faxes should go out via the remote Telco server.

# Genifax Remote Telco Options: Using IP SR-140 Host Based Solution



# to be confirmed before proceeding with the SR140 FoIP solution?

- Gateways at both data/central site must support T.38  
" with SIP or H.323 call control.

- Is the gateway on Cantata's certified list?

<http://www.cantata.com/interop/fax/index.cfm>

(If you do not find your gateway on the list doesn't mean your gateway will not work. Cantata continues their interoperability testing and it may be that they have not had the chance to test your type/brand of gateway, so please do not assume)

- What version of SIP or H.323 being used?

- What version of VoIP system?

" For Example: What version of Cisco IOS

- Be ready to provide a Network Topology diagram. It is an important reference for your Omttool support or install engineer (and your team will probably need it for reference as well)

- Expect to engage with both Omttool and Cantata support teams to ensure your FoIP infrastructure is robust and stable.