

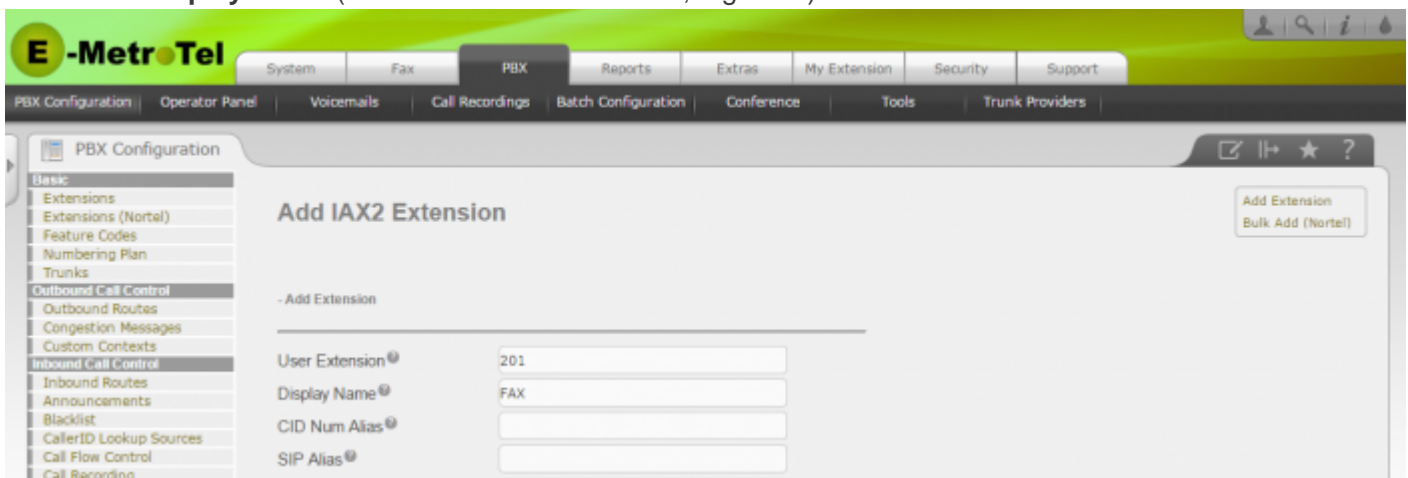
New Virtual Fax

Prior to creating a **Virtual Fax**, you have to first create an IAX2 extension on the UCx system.

IAX2 Extension

To create an IAX2 extension for fax, perform the following steps:

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Extensions**
4. In the drop-down list box, select the device type **Generic IAX2 Device** and press the **Submit** button
5. Enter the extension number in the **User Extension** field
6. Enter the **Display Name** (name of the extension/user, e.g. FAX)

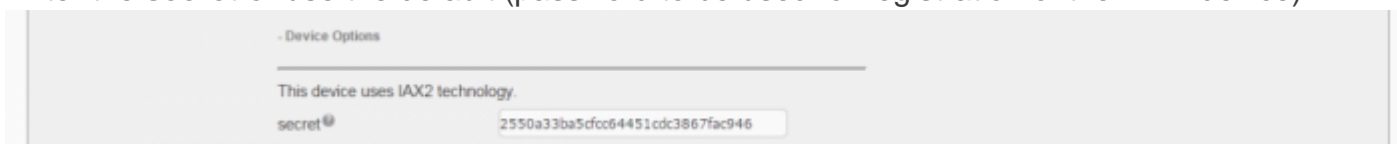


The screenshot shows the E-MetroTel web-based configuration utility interface. The top navigation bar includes tabs for System, Fax, PBX, Reports, Extras, My Extension, Security, and Support. The PBX tab is active, and the left sidebar shows a tree view with 'Extensions' selected. The main content area is titled 'Add IAX2 Extension' and contains a form with the following fields:

- Add Extension (dropdown menu)
- User Extension: 201
- Display Name: FAX
- CID Num Alias: (empty)
- SIP Alias: (empty)

Buttons for 'Add Extension' and 'Bulk Add (Nortel)' are visible in the top right corner of the form area.

7. Enter the **secret** or use the default (password to be used for registration of the IAX2 device)



The screenshot shows the 'Device Options' section of the configuration form. It contains a text input field with the value 'secret' and a text input field with the value '2550a33ba5fcc64451cdc3867fac946'. The text 'This device uses IAX2 technology.' is displayed above the fields.

8. Press the **Submit** button to create the IAX2 extension

9. On the top right hand corner, click on the newly created IAX2 extension to edit it
10. Scroll down to the **Device Options** section, ensure the field **requirecalltoken** is set to **No**

The screenshot shows the 'Device Options' configuration page for an IAX2 extension. The page title is '- Device Options'. Below the title, it states 'This device uses IAX2 technology.' The configuration fields are as follows:

secret	2550a33ba5fcc64451cdc3867fac946
transfer	Yes
context	from-internal
host	dynamic
type	friend
port	4569
qualify	yes
disallow	
allow	
dial	IAX2/201
accountcode	
mailbox	201@device
deny	0.0.0.0/0.0.0.0
permit	0.0.0.0/0.0.0.0
requirecalltoken	No
Call Restrictions	Allow all calls

11. Scroll down to the **Fax** section, ensure that Fax is NOT enabled.

The screenshot shows the 'Fax' configuration page. The page title is '- Fax'. The configuration fields are as follows:

Enabled	<input type="checkbox"/>
Fax Email	
Attachment Format	pdf

12. Press the **Submit** button and the **Apply Config** pink bar



Make sure your IAX extension configuration has the option **requirecalltoken** disabled. Also make sure your IAX extension **does not have Fax option enabled**, this fax option is separate from the Virtual Fax Server, it allows the extension to receive Fax via email only.

Virtual Fax

To create a virtual fax, perform the following steps:

1. Open the UCx Web-based Configuration Utility
2. From the **Fax** tab, select **Virtual Fax**
3. From the left side column, select **New Virtual Fax**
4. Enter a descriptive name for your virtual fax (avoid spaces or hyphens in the name)
5. Enter the email address that will be used to receive fax transmissions

6. Optionally set the **Caller ID Name** that will be sent over the telephone network when sending a fax
7. Optionally set the **Caller ID Number** that will be sent over the telephone network when sending a fax
8. Enter the IAX2 extension number that was created previously
9. Enter the secret of the associated IAX2 extension
10. Enter the Country Code (e.g. +1 for North America)
11. Enter the Area Code (e.g. 214 for Texas Plano)
12. Press the **Save** button

The screenshot shows the 'New Virtual Fax' configuration page in the E-MetroTel web interface. The form contains the following fields and values:

- Virtual Fax Name: 203
- Associated Email: faxes@emetrotel.com
- Caller ID Name: (empty)
- Caller ID Number: (empty)
- Fax Extension (IAX): 203
- Secret (IAX): vFax203_7g3
- Country Code: 1
- Area Code: 214

Buttons for 'Save' and 'Cancel' are located at the top left of the form. A 'Required field' indicator is present on the right side.

13. Once created, click on **Virtual Fax List** to see its status going from **initializing** to **Running and idle**

The screenshot shows the 'Virtual Fax List' page in the E-MetroTel web interface. The table below displays the status of the virtual fax:

Virtual Fax Name	Fax Extension	Secret	Associated Email	Caller ID Name	Caller ID Number	Status
Fax	222	abc123	admin@emetrotel.com			Running and idle on ttyIAX1

The page also shows a navigation bar with 'Page 1 of 1' and a sidebar with various menu options like 'Virtual Fax List', 'PBX Configuration', 'New Virtual Fax', 'Fax Viewer', and 'Fax Queue'.

Inbound Route

Next fax detection needs to be configured on the UC^X system on the inbound route to terminate on the IAX2 extension.

To configure your inbound route to detect fax transmission, perform the following steps:

1. Open the UCx Web-based Configuration Utility

2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Inbound Routes**
4. Add or edit an existing inbound route
5. Scroll down to the **Fax Detect** section, set **Detect Faxes** to **Yes**
6. Set the **Fax Destination** to the IAX2 extension that was previously created for fax



Fax Detect

Detect Faxes[Ⓜ]: No Yes

Fax Detection type[Ⓜ]: Dahdi ▾

Fax Detection Time[Ⓜ]: 4 ▾

Fax Destination[Ⓜ]: Extensions ▾ <222> Fax ▾

7. Press the **Submit** button



When fax detection is enabled, the system will determine the type of call; a fax call will be routed to the fax destination, otherwise it is routed to the normal destination. Use this configuration if your line receives both voice and fax calls.



Make sure that your incoming trunk receiving the fax transmission **has no network element such as an analogue gateway with Fax CNG tone detection enabled**. Fax tone detection needs to be disabled on the analogue gateway and allow the UCx system to perform this function.