

Fax Server

Version 2.6x

Table of Contents

Administrator's Guide	1
Table of Contents	ii
List of Figures	iv
List of Tables	v
Notice	vi
WEEE EU Directive	vi
Customer Support	vi
Stay in the Loop with AudioCodes	vi
Abbreviations and Terminology	vi
Related Documentation	vi
Document Revision Record	vii
Software Revision Record	viii
Documentation Feedback	viii
1 Introducing AudioCodes' Fax Server	1
1.1 Fax Server	1
1.2 About this Guide	2
1.3 Call Flow Descriptions	3
1.3.1 Incoming Fax2Mail Flow with Fax Detection	3
2 Introducing the Application Web Administration	4
2.1 Accessing the Application Web Administration	4
2.2 Getting Acquainted with Application Web Administration	5
2.2.1 Toolbar	5
2.2.2 Navigation Bar	5
2.2.3 Home Page	6
3 Configuring the Application	8
3.1 Configuring Administrator Settings	8
3.1.1 Password Rule	8
3.1.2 Managing Administrators	9
3.2 Enabling the Server's License Features	11
3.3 Setting the Neevia License	12
3.4 Configuring Network Settings	14
3.4.1 Configuring SMTP Settings	14
3.4.1.1 Fax-to-Mail Settings	14
3.4.1.2 Mail-to-Fax Settings	16
3.4.1.3 Changing the 'Mail Server Domain' Through GUI	18
3.4.2 Configuring LDAP Settings	19
3.4.3 Configuring OVOC Settings	21

3.5	Backing up and Restoring the Application's Configuration Settings	22
4	Managing the Application.....	24
4.1	Modifying System Settings	24
4.1.1	Modifying General Settings	24
4.1.2	Modifying Advanced Settings	25
4.1.3	Modifying Fax In Settings	26
4.1.4	Modifying Fax Out (Mail to Fax) Settings	27
4.2	Modifying Fax In (Fax To Mail) Settings	29
4.2.1	Modifying Numbers.....	29
4.2.2	Importing Fax to Mail Numbers.....	31
4.3	Managing Fax Out (Mail to Fax) Service	32
4.3.1	Managing Fax Out Users.....	32
4.3.2	Importing Mail To Fax Users.....	33
4.3.3	Managing Mail to Fax Gateways.....	34
4.3.4	Managing Fax Out Outgoing Rules.....	35
5	Diagnosing Application and Determining Status	36
5.1	Using Logs to Troubleshoot Issues.....	36
5.1.1	Viewing Logs	36
5.1.1.1	Changing the Fax Engine Log level.....	38
5.2	Viewing Received Faxes and Mails	39
5.2.1	Viewing Received Faxes.....	39
5.2.2	Viewing Sent Faxes.....	41
5.3	Viewing Application System Status.....	42
6	Fax Software Upgrade	43
6.1	Before Running Upgrade	43
6.2	Running Upgrade.....	44
A	Detailed error message list	46
B	Supported Time Zones.....	48

List of Figures

Figure 1: Call Flow - Incoming Fax2Mail with Fax Detection	3
Figure 2: Application Web Administration - Login	4
Figure 3: Application Home Page	5
Figure 4: Administrator Password	8
Figure 5: System Administrators Screen	9
Figure 6: Administrator Security Settings	10
Figure 7: FAX License Information – Getting the Key	12
Figure 8: Neevia Document Converter Pro - Register.....	12
Figure 9: Restarting 'Fax Converter' and 'Email To Fax' Services	13
Figure 10: SMTP Settings.....	14
Figure 11: SMTP Tester	15
Figure 12: hMailServer Administrator	16
Figure 13: hMailServer Administrator - Domains > Accounts > General tab.....	17
Figure 14: LDAP Settings	19
Figure 15: Backup.....	22
Figure 16: Restore	23
Figure 17: General Settings	24
Figure 18: Advanced Settings	25
Figure 19: Fax in Settings.....	26
Figure 20: Fax Out Settings.....	27
Figure 21: Numbers.....	29
Figure 22: Modify Number	30
Figure 23: Add Number	30
Figure 24: Import Fax to Email Numbers	31
Figure 25: Mail to Fax Users	32
Figure 26: Add New User.....	32
Figure 27: Import Email to Fax Users	33
Figure 28: Gateways.....	34
Figure 29: Add New Gateway	34
Figure 30: Add New Gateway	35
Figure 31: Add New Outgoing Rule.....	35
Figure 32: Application Logs	36
Figure 33: Application Logs – Email Service	37
Figure 34: Received Faxes	39
Figure 35: Received Faxes – Filter Search Results	39
Figure 36: Sent Faxes	41
Figure 37: System Status	42
Figure 38: Windows Account for Fax Services	44
Figure 39: Call Log Time Zone	44
Figure 40: Input Folders	45

List of Tables

Table 1: Software Revision Record	viii
Table 2: Call Flow - Incoming Fax2Mail with Fax Detection Description	3
Table 3: Description of Toolbar Buttons	5
Table 4: Navigation Bar Tabs	5
Table 5: Home Page	6
Table 6: Neevia Document Converter Pro - Register.....	13
Table 7: LDAP Settings.....	20
Table 8: LDAP Filter Mapping	20
Table 9: Fax Out Settings – Advanced Settings	28
Table 10: Modify Number Parameter Descriptions.....	30
Table 11: Add New User - Parameters.....	32
Table 12: Add New Gateway - Parameters	34
Table 13: Add New Outgoing Rule - Parameters.....	35
Table 14: Application Services.....	37
Table 15: Received Faxes Filter - Parameters.....	40
Table 16: Service Status	42

Notice

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements and revisions, AudioCodes cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document can be downloaded from <https://www.audiocodes.com/library/technical-documents>.

This document is subject to change without notice.

Date Published: August-21-2022

WEEE EU Directive

Pursuant to the WEEE EU Directive, electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Microsoft has rebranded Lync as Skype for Business and therefore, whenever the term Skype for Business appears in this document, it also applies to Lync Server 2013

Related Documentation

Document Name
Fax Server Installation Guide

Document Revision Record

LTRT	Description
28867	<ul style="list-style-type: none">■ Updated: Configuring Administrator Settings; LDAP Settings Added: Generic SIP Support
28868	<ul style="list-style-type: none">■ Updated to Software Update 2.5.100■ Fax Software Upgrade section added
28869	<ul style="list-style-type: none">■ Added: Changing the Fax Engine Log level
28915	<ul style="list-style-type: none">■ Typo fixed for: Application = C:\Program Files (x86)\Commetrex\otf\bin\faxserver -c 4 -p 9435 -f 5 -o mulaw -a mulaw"
28916	Updated Section: Modifying General Settings; <ul style="list-style-type: none">■ Added Section: ACD Reports and Records
28917	Focus Fax Server support
28918	<ul style="list-style-type: none">■ Added OVOC tab■ Added New License Mechanism

Software Revision Record

The following table lists the software versions released in Version 2.5.

Table 1: Software Revision Record

Software Version	Date
2.5.0	Jun 2016
2.5.6	Dec 2016
2.5.7	Jun 2017
2.5.9	Oct 2017
2.5.11	Feb 2018
2.5.12	May 2018
2.5.13	May 2018
2.5.14	May 2018
2.5.100	Oct 2018
2.5.102	Jan 2019
2.5.103	Feb 2019
2.6.009	Oct 2019
2.6.011	Nov 2019
2.6.012	Dec 2019
2.6.020	Dec 2019
2.6.100	Jan 2020
2.6.101	May 2020
2.6.102	Jun 2020
2.6.103	Jul 2020
2.6.104	Nov 2020
2.6.105	Jan 2021
2.6.106	Feb 2021
2.6.110	Sep 2021
2.6.134	Jul 2022



The latest software versions can be downloaded from [here](#). (Unzip the downloaded file to a temporary directory.)

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

1 Introducing AudioCodes' Fax Server



Microsoft has rebranded Lync and Skype for Business as Microsoft Teams so whenever the term Lync or Skype for Business appears in this document, it also applies to Microsoft Teams.

1.1 Fax Server

AudioCodes' Fax Server (Fax to Mail and Mail to Fax) application is a powerful and flexible software application used to manage inbound fax calls and outbound mail-to-fax calls, delivering them efficiently to their correct destination.

As part of AudioCodes' One Voice for Microsoft Skype for Business offering, the Fax Server application can be deployed on AudioCodes' Mediant Gateways and Survivable Branch Appliances (SBAs) in branch offices of distributed enterprises.

As a pure software application, AudioCodes' Fax Server can also be deployed on a standard server.

For enterprises with multiple branch offices, the application can be deployed per local branch, or as a centralized application in the datacenter that serves all remote branches.

In a Microsoft Teams deployment, the AudioCodes Microsoft Teams Direct Routing SBC (DR-SBC) includes the capability to detect fax tones on inbound faxes.

Features and Benefits

Features and benefits of the Fax Server application are as follows:

- Support for corporate fax, a dedicated fax number for specific users, and a combined voice/fax mailbox.
- Support of corporate mail to fax services.
- Always-available service, 24/7/365.
- Reliable, no fax machine maintenance required, no more 'Out of paper', 'Out of toner', 'Paper Jam' or 'Faxes Getting Lost' notifications.
- Convenient and easy to use mail-to-fax services.
- Go Green: Eliminates massive paper consumption and annoying piles of spam faxes.
- Savings on DID lines: One DID per user for both voice and fax calls.
- Available on AudioCodes' Mediant 800B and Mediant 1000B SBA platforms.
- Fax is received as email with PDF attachments and can be viewed on PCs and smartphones and printed, archived, and forwarded to others.
- Incoming faxes can be routed to one or multiple destinations.
- Automatic Fax Detection supporting T.38 and T.30 fax protocols.
- Email is sent to fax destination with attachments if required, and the user receives an email notification of the Send operation.
- Easy-to-use web interface for managing system service.
- Easy to set up: Integrates with the enterprise's Active Directory (LDAP) and the enterprise's mail server (SMTP).
- Scalable from a few fax ports to dozens of fax ports.

1.2 About this Guide

This guide provides administrators instructions on how to manage AudioCodes' Fax Server using AudioCodes' Application Web Administration, a web-based management interface that enables system administration, user management, viewing system online status, producing historical reports, and other functionalities. The guide also shows how to set up the AudioCodes Gateway fax detection and fax reroute mechanisms.



Fax Server is licensed using AudioCodes license key. This guide presents both services. If your system is licensed with a partial license, some features or services will be unavailable.

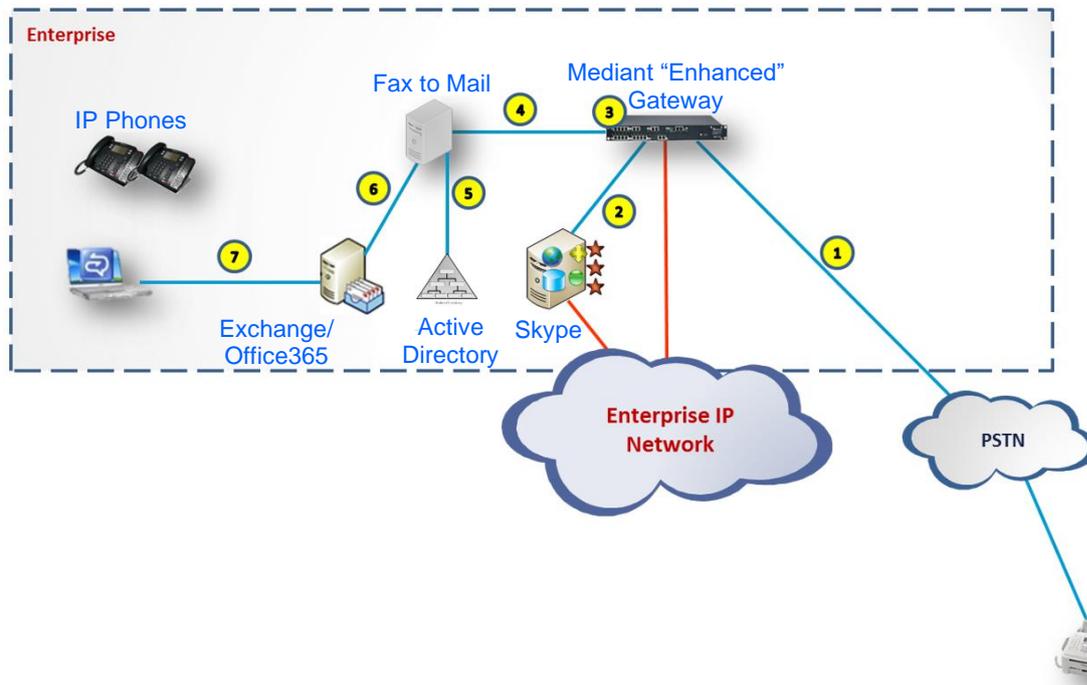
1.3 Call Flow Descriptions

The procedure below describes the call flow for incoming and outgoing faxes.

1.3.1 Incoming Fax2Mail Flow with Fax Detection

The figure below shows the typical call flow for an incoming fax call to an enterprise. In this configuration, the call is sent to the Microsoft Skype for Business user management, viewing system online status, producing historical reports, and other functionalities. If it is a fax call, the call is routed to the Fax server.

Figure 1: Call Flow - Incoming Fax2Mail with Fax Detection



The table below describes the call flow for an incoming Fax2Mail with Fax Detection.

Table 2: Call Flow - Incoming Fax2Mail with Fax Detection Description

Step #	Description
1	The incoming Fax Call from PSTN to the AudioCodes Gateway (T.38 or G.711).
2	The call is routed to the Skype for Business server. The Skype for Business user answers the call.
3	Gateway Fax Detection monitors the call. If the fax call is detected, the call is re-routed to the Fax server (T.38).
4	The Fax server terminates the fax call.
5	The Fax2Mail service finds the destination user email in the company Active Directory (LDAP).
6	The Fax server sends an email with a PDF attachment to the mail server (SMTP).
7	The user receives a fax message in Microsoft Outlook.

2 Introducing the Application Web Administration

The Application Web Administration makes setting up and managing the Fax Server simple. Use the tool to change your administrator password, load a new license, view server alarm and log files, manage users, configure other system configuration parameters, and more.

The Application Web Administration is a secured Web client that runs on any standard Web browser, such as Internet Explorer, Firefox or Chrome. No pre-installation is necessary to use it.

To access it, you must be an authorized system administrator.

The tool provides three major functionalities:

- **Configuration:** First-time configuration such as license and security. Used by the system administrator during first-time configuration.
- **Management:** Enables the system administrator to manage the services functionality, settings and more.
- **Status and Diagnostics:** Enables the system administrator to view system logs and status.

2.1 Accessing the Application Web Administration

This section describes how to access the Application Web Administration tool.

To access the Application Web Administration tool:

1. Open port **8090** to enable system management.
2. In your browser, browse to the URL of the Application Web Administration, e.g., **IP address>:8090/** -OR- **http://10.1.10.11:8090**



- The tool uses port **8090** when the standard port **80** is used by another application installed on the same server.
- The tool uses HTML5. Browsers without HTML5 support are able to use all the features.
- Set the gateway to support T.38 on the Fax Server side.

Figure 2: Application Web Administration - Login

Welcome to the
Application Web Administration

Username:

Password:

Login

3. Enter your Username and Password (default = **Admin** and **Admin**) and click **Login**; the login information is verified, and the application is launched; the **Welcome to Application Web Administration** (home) page is displayed.



For security reasons it's advisable to modify the password after first-time login.

Figure 3: Application Home Page



2.2 Getting Acquainted with Application Web Administration

The Application Web Administration interface includes:

- **Toolbar** (providing commonly used command buttons)
- **Navigation pane** (comprising the Navigation Bar and Navigation Tree)
- **Configuration pane** (in which the configuration is displayed and modified)

2.2.1 Toolbar

The toolbar displays the following buttons:

Table 3: Description of Toolbar Buttons

Button	Description
Home	Navigates to the Application Web Administration Tool's Home Page
Restart	Restarts the system services
Help	Displays online context-sensitive Help topics
Log Off	Enables you to log off the Web Admin client

2.2.2 Navigation Bar

The Navigation Bar tabs enables quick access to Navigation Tree options:

Table 4: Navigation Bar Tabs

Tab	Description
Configuration	Enables you to view and change Application configuration settings (see Section 3 Configuring the Application , on page 8).
Management	Enables you to manage Application users, Automatic Call Distribution, and specific settings (see Section 4 Managing the Application , on page 24).
Status & Diagnostics	Enables you to view current Application system status and archived system logs (see Section 5 Diagnosing Application and Determining Status , on page 36).

2.2.3 Home Page

General tab

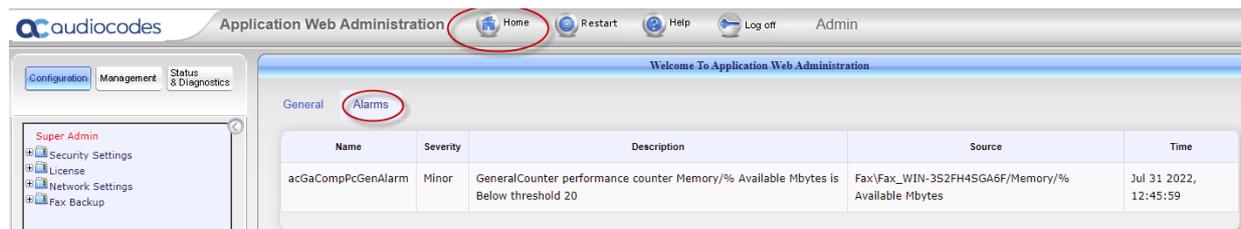
Displayed after login, the Home Page's General tab displays Fax In, Fax Out, and General. See [Figure 3](#) above.

Table 5: Home Page

Item	Description
Fax In	
Processing 'n' new message(s)	The number of messages ('n') that are currently being processed.
Mails Sent Successfully	The number of mails successfully sent. Click this line to show a list of mails, including these details: Time sent, from which phone number, to which e-mail address. To display a detailed Received Faxes screen, click one of the lines.
Failed Messages	The number of mails that failed to be sent. Click this line to show a list of failed mails, including these details: Time sent, from which phone number, to which e-mail address. To display a detailed Received Mails screen, click one of the lines.
Fax Out	
Messages in progress	The number of Fax out currently in progress.
Faxes Sent successfully	The number of faxes successfully sent. Click this line to show a list of faxes, including these details: Time sent, from which phone number, to which e-mail address. To display a detailed Received Faxes screen, click one of the lines.
Failed Messages	The number of faxes that failed to be sent. Click this line to show a list of failed faxes, including these details: Time sent, from which phone number, to which e-mail address. To display a detailed Received Faxes screen, click one of the lines.
General	
Services Status	Displays the status of all services: Fax Engine, Fax Server, Email Service, System Watchdog, and Simple Mail Transfer Protocol (SMTP).
Fax Server	Displays additional information about the Fax Server: The number of faxes received since last start-up and the maximum number of fax ports handled by this system.
System	Displays additional system information: IP address, server name, and free disk space on C: drive.
Fax License	Displays fax license information: Number of days left to license expiration, the expiration date, and the maximum number of fax ports.
Version	Displays system version information: System version, e-mail service version, and the system watchdog version.
Total session duration	Displays the Total session duration

Alarms tab

The Home Page's Alarms tab displays the current alarms being reported to OVOC:



The screenshot shows the Audiocodes Application Web Administration interface. The top navigation bar includes 'Home', 'Restart', 'Help', and 'Log off' buttons. The left sidebar shows a navigation menu with 'Super Admin' and sub-items like 'Security Settings', 'License', 'Network Settings', and 'Fax Backup'. The main content area is titled 'Welcome To Application Web Administration' and has tabs for 'General' and 'Alarms'. The 'Alarms' tab is active, displaying a table of alarms.

Name	Severity	Description	Source	Time
acGaCompPcGenAlarm	Minor	GeneralCounter performance counter Memory/% Available Mbytes is Below threshold 20	Fax\Fax_WIN-352FH4SGA6F/Memory/% Available Mbytes	Jul 31 2022, 12:45:59

3 Configuring the Application

The navigation tree under the **Configuration** tab lets you to easily manage Application issues such as licensing and administrator security.

3.1 Configuring Administrator Settings

The Administrator Settings navigation tree lets you change the administrator password and create other administrators with customize permissions.



For security reasons, it's advisable to change the default password. Write down the new password and keep in a safe place. It's not possible to restore a forgotten password.

The default Username and Password are **Admin** and **Admin**.

To change administrator password:

1. Click the **Configuration** tab in the navigation pane and under **Security Settings**, click **Administrator Password**.

Figure 4: Administrator Password

A screenshot of a web application dialog box titled "Change Password". The dialog has a light blue background and a title bar. Below the title bar, the text "Web Admin Password" is centered. There are three input fields: "Current Password", "New Password", and "Re-type New Password". The "Current Password" field is highlighted with a red border. Below the input fields, there is a note: "Note: Password maximum length = 19".

2. In the 'Current Password' field, enter your current password.
3. In the 'New Password' field, enter the new password. Then re-enter the new password in the 'Retype New Password' field.
4. Click **Submit**.

3.1.1 Password Rule

The administrator password must be between 8-20 characters and should contain at least:

- one lower-case letter
- one upper case letter
- one digit
- one special character

3.1.2 Managing Administrators

The system supports multiple 'sub-admin' users, each with their own permissions. This way, the super Administrator can assign administrative tasks to various people and limit their access to only the tasks they need to perform.

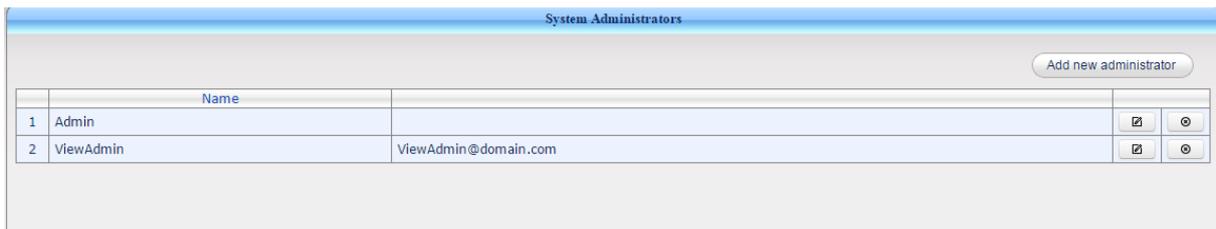
The system supports the following permission rights options:

- **None** – Cannot access specific settings pages
- **View Only** – Can view page settings but cannot change them
- **View & Write** – Can view and change specific page settings

To display Administrators defined in the system:

1. In the Navigation pane, click **Configuration** and then under the **Security Settings** root node, click **Administrators**. The following screen is displayed:

Figure 5: System Administrators Screen



The screenshot shows a web interface titled "System Administrators". At the top right, there is a button labeled "Add new administrator". Below this is a table with two columns: "Name" and "Description". The table contains two rows of data. The first row has "Admin" in the Name column and is highlighted. The second row has "ViewAdmin" in the Name column and "ViewAdmin@domain.com" in the Description column. To the right of each row are two small icons: a pencil (edit) and a trash can (delete).

	Name		
1	Admin		 
2	ViewAdmin	ViewAdmin@domain.com	 

2. The page displays all the administrators that are defined in the system with the administrator's Username and description.
3. Click the **Edit** button to edit specific administrator settings.
4. Click the **Delete** button to delete the specific administrator.

To create a new Administrator:

1. In the Navigation pane, click **Add new administrator**; the following screen is displayed.

Figure 6: Administrator Security Settings

Menu	Options
Security Settings	
Administrator Password	<input type="radio"/> None <input checked="" type="radio"/> View only <input type="radio"/> View & Write
License	
License Information	<input type="radio"/> None <input checked="" type="radio"/> View only
License Activation	<input type="radio"/> None <input checked="" type="radio"/> View only <input type="radio"/> View & Write
Network Settings	
SMTP Settings	<input type="radio"/> None <input checked="" type="radio"/> View only <input type="radio"/> View & Write
LDAP Settings	<input type="radio"/> None <input checked="" type="radio"/> View only <input type="radio"/> View & Write
FAX Backup	
Backup System	<input type="radio"/> None <input checked="" type="radio"/> View only <input type="radio"/> View & Write
Restore System	<input type="radio"/> None <input checked="" type="radio"/> View only <input type="radio"/> View & Write

2. In the 'Name' field, enter the Administrator username.
3. In the 'Description' field, enter the Administrator description.
4. In the 'New Password' field, enter the Administrator password. Then re-enter the password in the 'Re-type New Password' field.
5. Set the desired permission (None, View Only or View & Write) per operation.



You can use the one of the three radio buttons in the Permission section to select all options with initial same permissions.

6. Click the **Submit** button.



Only the System Administrator (By the name of "Admin") can create new delegated administrators.

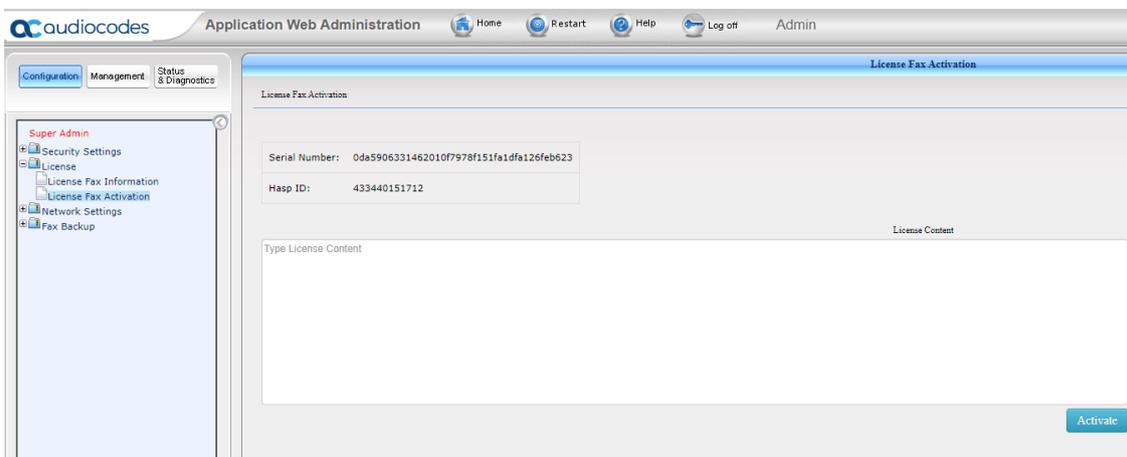
3.2 Enabling the Server's License Features

When the Fax server application is supplied preinstalled on the AudioCodes Gateway, the Fax server license is already activated.

When the Fax server application is installed on the customer's server, the license can be activated only after the application is installed. To obtain a permanent license, use the AudioCodes' SW activation page – this automatic page helps you generate the permanent license based on your purchase.

Before you access the SW activation page do the following:

1. Select the 'Configuration' Tab, navigate to 'License' and press the 'License Fax Activation' screen:



2. Copy the 'Serial Number and the HASP ID string to a text editor – you'll need to provide this information on SW activation page.
3. Make sure that you have the SO#, PO# and Product Key as well.
4. Access the SW activation page from any computer at <https://www.audiocodes.com/swactivation>, and follow the instructions on this page.
5. After you receive the license by email, access the 'License Fax Activation' screen, paste the string to the 'License content' pane and press **ACTIVATE**:
6. Restart the Fax server; the license is activated.



The Fax server application is activated with a temporary license for a period of 90 days for two fax ports immediately after the installation. The temporary license can be activated only once and it useful for evaluation purposes or for using the system until the permanent license is activated.



Should you encounter any issue activating the new license, send an email to: SPS_License@audiocodes.com and specify all the requested details (from steps 2 & 3) within this email.

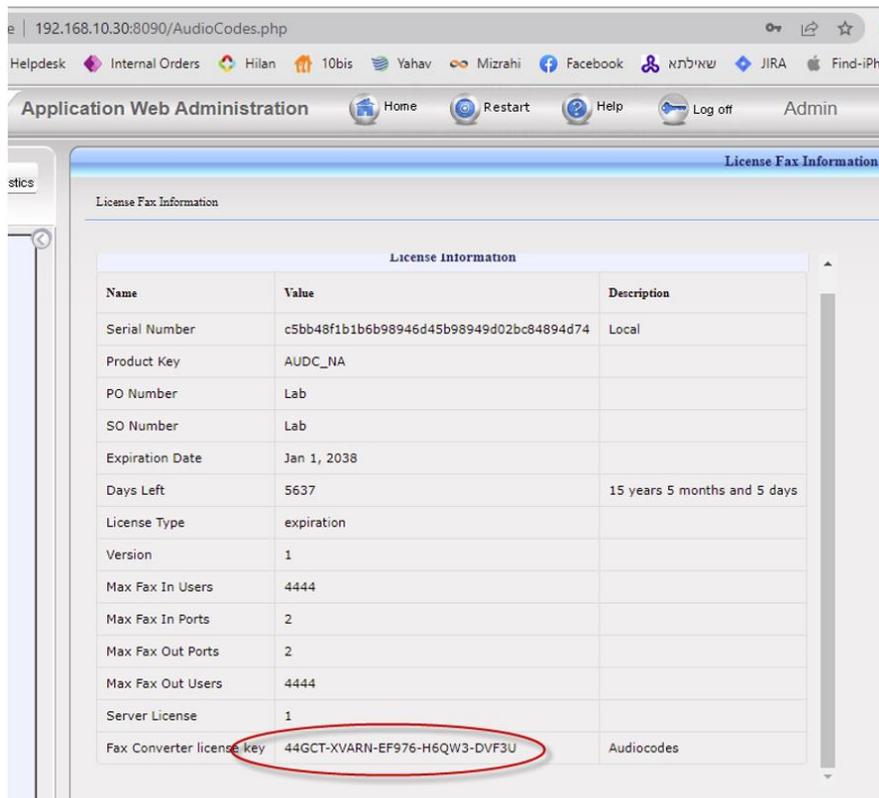
3.3 Setting the Neevia License

After activating the Fax server license, you need to set the Neevia license manually.

To set the Neevia license manually:

1. Obtain the key from the FAX License Information screen:

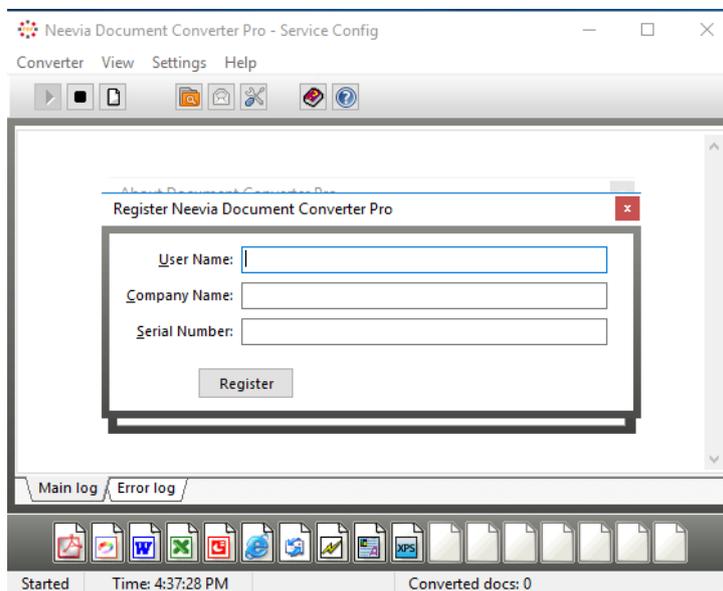
Figure 7: FAX License Information – Getting the Key



License Information		
Name	Value	Description
Serial Number	c5bb48f1b1b6b98946d45b98949d02bc84894d74	Local
Product Key	AUDC_NA	
PO Number	Lab	
SO Number	Lab	
Expiration Date	Jan 1, 2038	
Days Left	5637	15 years 5 months and 5 days
License Type	expiration	
Version	1	
Max Fax In Users	4444	
Max Fax In Ports	2	
Max Fax Out Ports	2	
Max Fax Out Users	4444	
Server License	1	
Fax Converter license key	44GCT-XVARN-EF976-H6QW3-DVF3U	Audiocodes

2. Open the Neevia Document Converter Pro, and then click **Help > About**.
3. Click **Register**.

Figure 8: Neevia Document Converter Pro - Register

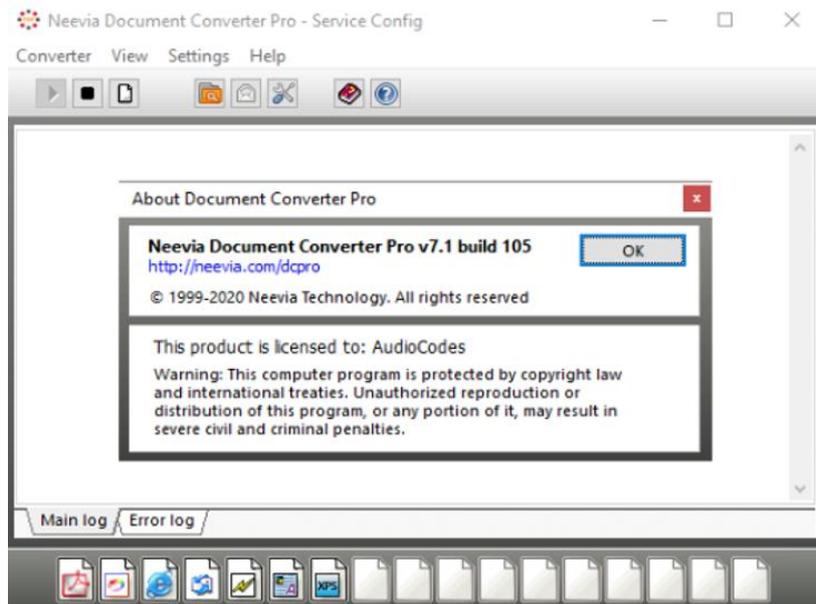


- Define the Register parameters. Use the table below as reference.

Table 6: Neevia Document Converter Pro - Register

Parameter	Description
User Name	AudioCodes
Company Name	The company
Serial Number	Copy from the web page

- When done – the screen is licensed as follows:



- Restart the 'Fax Converter' service and 'Email To Fax' service.

Figure 9: Restarting 'Fax Converter' and 'Email To Fax' Services

Service	Status	Up Time	Handles	Threads	Private Memory/Working Set	Version
Fax In	Running	00:19:16	544	11	91.17 MB/54.87 KB	2.2.2.6
Fax Out	Running	00:19:22	638	11	65.42 MB/27.79 KB	2.2.2.6
System Watchdog	Running	00:19:20	655	13	54.99 MB/16.98 KB	2.2.2.6
Fax Server	Running	00:16:54	576	16	17.41 MB/6.26 KB	2.6.124
Fax Engine	Running	00:19:22	197	6	3.19 MB/2.46 KB	
Fax Converter	Running	00:19:20	143	6	3.40 MB/1.70 KB	7.1
Mail Server	Running	00:19:22	451	71	15.79 MB/6.81 KB	1.0
OVOC Alarms Agent	Running	00:16:02	701	15	54.21 MB/27.51 KB	3.0.12.51854
OVOC Main Agent	Running	00:15:51	528	15	78.99 MB/39.97 KB	3.0.13.51885
Fax Alarms Manager	Running	00:15:53	430	11	47.40 MB/22.46 KB	2.6.201.51139

3.4 Configuring Network Settings

This section describes how to configure SMTP and Lightweight Directory Access Protocol (LDAP), an application protocol for accessing and maintaining distributed directory information services over an IP network.

3.4.1 Configuring SMTP Settings

The Fax Server uses standard SMTP to send fax emails to users. To allow the Fax Server to send emails and to allow the mail server to receive incoming email from the Fax Server, the enterprise's mail server SMTP address must be defined in both directions.

This section describes how to configure SMTP settings in both directions (Fax-to-Mail and Mail-to-Fax) so SMTP authentication is enabled.

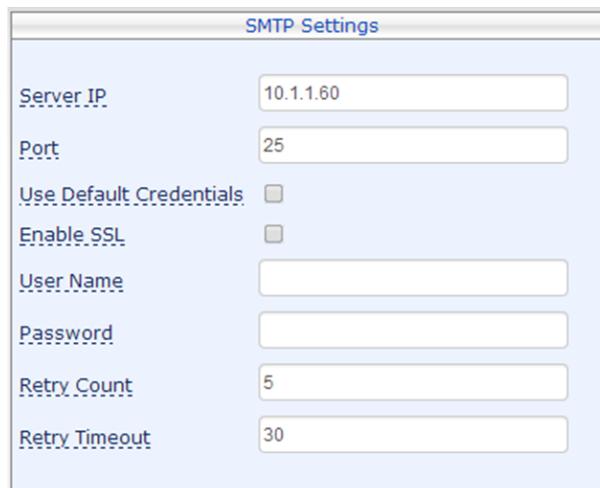
3.4.1.1 Fax-to-Mail Settings

This section describes how to configure SMTP Fax-to-Mail settings.

To configure SMTP settings for Fax-to-Mail:

1. Access the SMTP Settings page (**Configuration > Network Settings > SMTP Settings**).

Figure 10: SMTP Settings

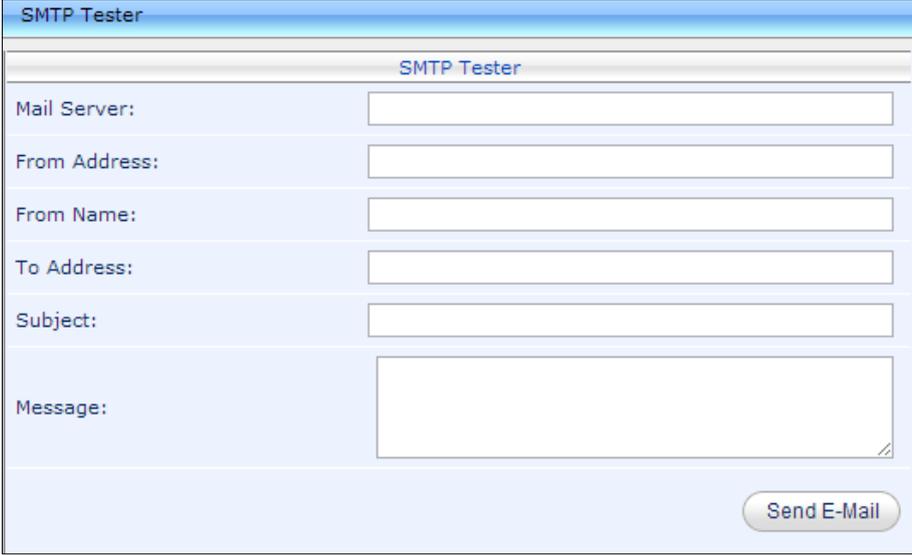


Server IP	10.1.1.60
Port	25
Use Default Credentials	<input type="checkbox"/>
Enable SSL	<input type="checkbox"/>
User Name	
Password	
Retry Count	5
Retry Timeout	30

2. In the 'Server IP' field, enter the enterprise's mail server IP address.
3. In the **Port** field, enter the SMTP's port number (usually 25).
4. To use default credentials, check the 'Use Default Credentials' box.
5. To enable SSL, check the 'Enable SSL' box.
6. If a secured SMTP connection is required, enter the SMTP username and password in the 'User Name' and 'Password' fields.
7. In the 'Retry Count' field, enter the number of times the application should retry to send e-mails.
8. In the 'Retry Timeout' field, enter the timeout after which to stop trying to resend the e-mail. The retry mechanism is specified in seconds. The default is 30 seconds.

9. To test the SMTP settings, click the [here](#) link; the SMTP Tester page opens.

Figure 11: SMTP Tester



The screenshot shows a web browser window titled "SMTP Tester". The page has a light blue header with the text "SMTP Tester" in the center. Below the header, there are several input fields for configuring an email: "Mail Server:", "From Address:", "From Name:", "To Address:", and "Subject:". Each of these fields is followed by a white text input box. Below these fields is a larger white text area for the "Message:". At the bottom right of the form, there is a rounded button labeled "Send E-Mail".

10. Configure the e-mail information and click **Send E-mail**. Make sure the e-mail was received.

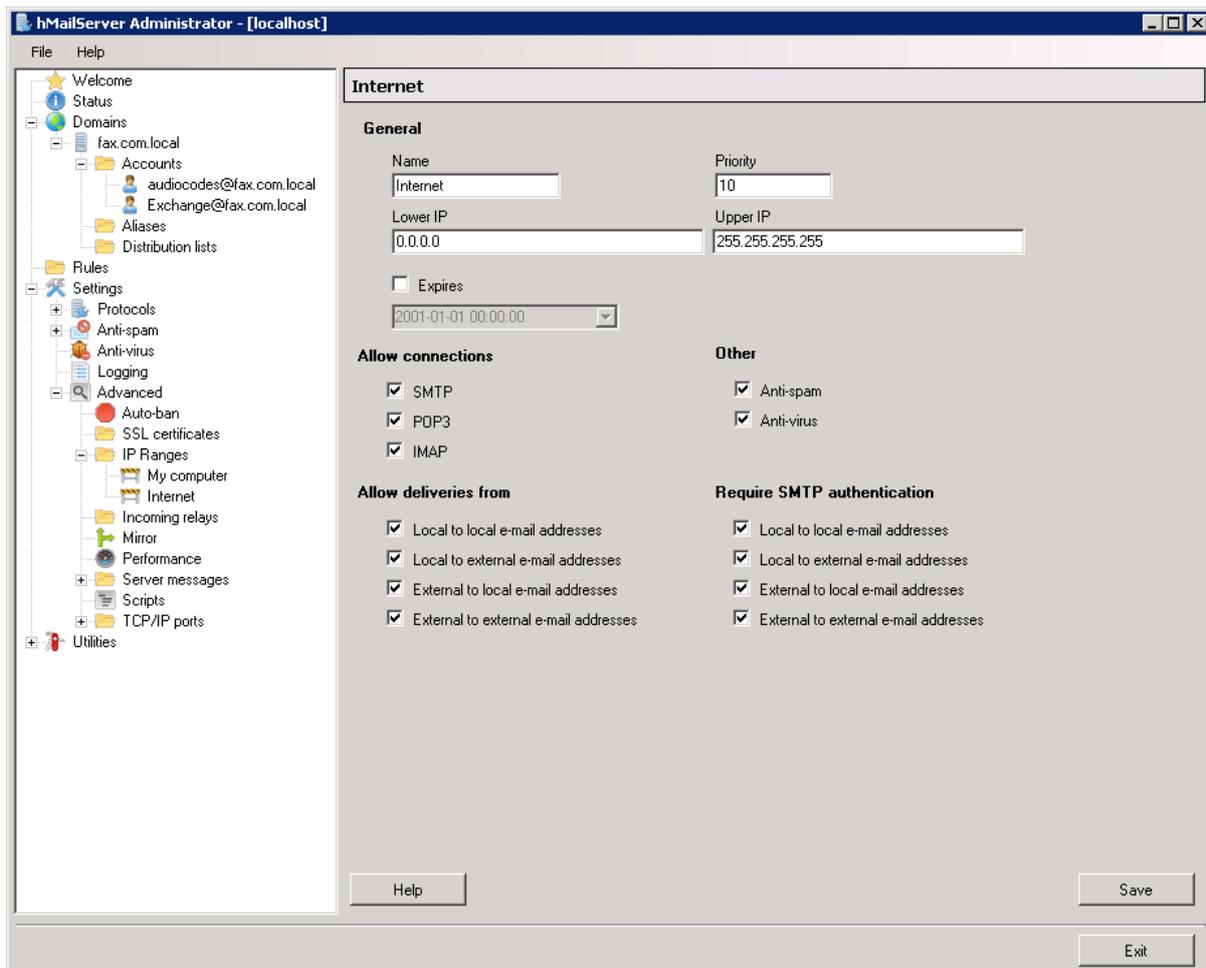
3.4.1.2 Mail-to-Fax Settings

This section describes how to configure SMTP Mail-to-Fax settings. After a regular setup, no additional configuration is required. Additional configuration is only required to perform specific tasks, such as to change the fax domain or configure SMTP security (see [3.4.1.3 Changing the 'Mail Server Domain' Through GUI](#), on page 18).

To configure SMTP settings for Mail-to-Fax to perform SMTP authentication:

1. First access the Fax Server via remote desktop, and then access the hMailServer (**Start > All Programs > hMailServer**).
2. Press **Connect** (no password is needed)
3. In the hMailServer Administrator window that opens, click **Settings > Advanced > IP ranges > Internet**.

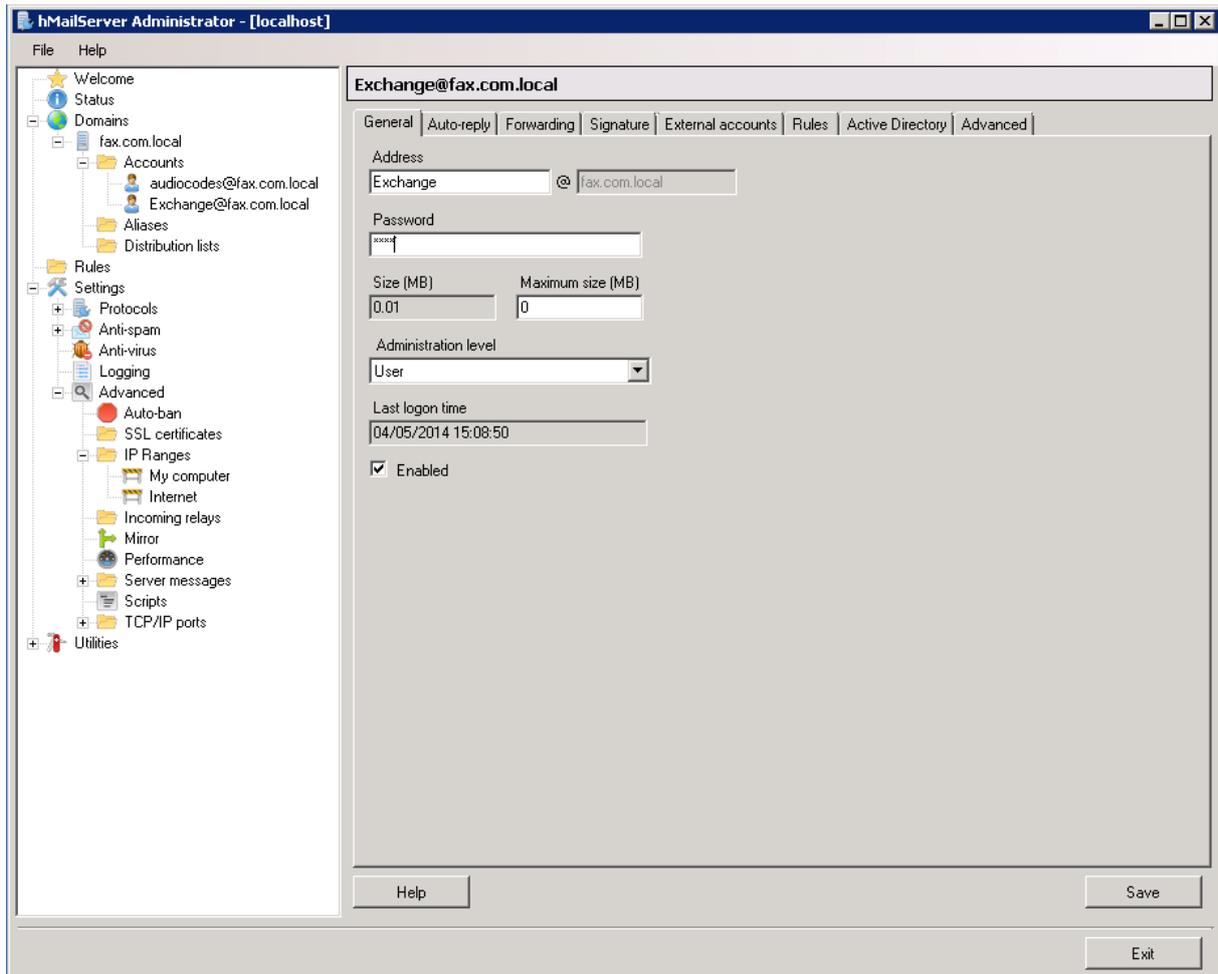
Figure 12: hMailServer Administrator



4. Check the **External to local e-mail addresses** option under Require SMTP authentication.
5. Click **Save**.

- In the tree pane, click **Domains > Accounts**, and then select the **General** tab.

Figure 13: hMailServer Administrator - Domains > Accounts > General tab



- In the 'Address' field, enter the account's name to assign to the Mail-to-Fax user. In this example it's **Exchange**.
- In the 'Password' field, enter the password to assign to this account.
- Click **Save**.



Notify your user that when using the Fax-to-Mail application, they must use this account's name and password to send Mail-to-Fax.

3.4.1.3 Changing the 'Mail Server Domain' Through GUI

To change the 'Mail Server Domain' through GUI

1. To change the default 'Mail Server Domain' (by default it is fax.server) logoff from Web page and logon with the super user 'Admin_extra_':



The password is identical to Admin's password.

2. Access the Fax Out Settings page (**Management > System Settings > Fax Out Settings**). Find the fax domain's configurable parameter here and change it as you like:

3.4.2 Configuring LDAP Settings

The Fax Server uses the enterprise's Active Directory record to determine the owner of an incoming fax. The Fax Server queries the enterprise's Active Directory using LDAP. For each received fax, the Fax service tries to find the user's email address in the enterprise's directory according to the dialed number.

 The Fax Server first tries to find the user's email in the Fax Server predefined table (see [Table 9](#)). If no match is found, it tries to search for a match in the Active Directory.

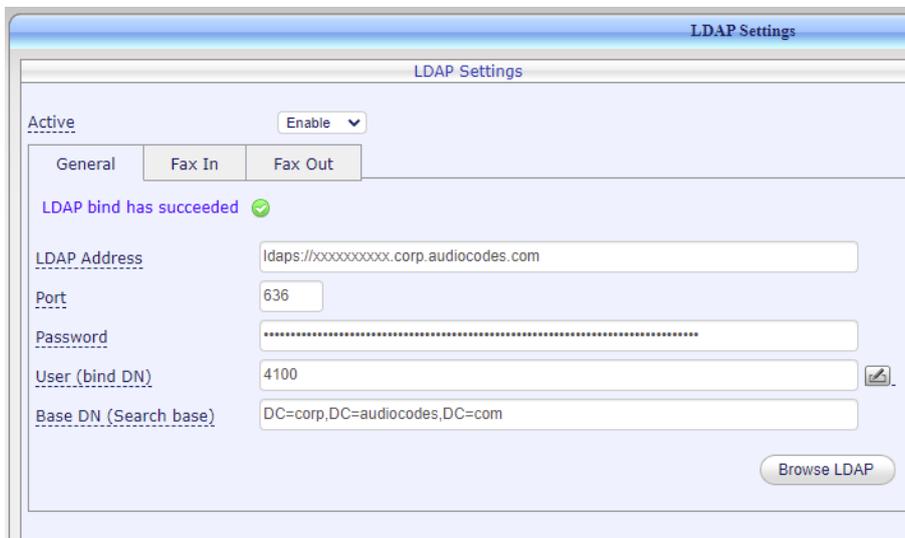
 Before you start configuring LDAP settings, make sure you have an LDAP user account with read permission having access to all users in the enterprise. Make sure the LDAP user used has a fixed password that does not occasionally change.

 If the Fax Server is unable to query the Active Directory, incoming faxes may not reach their destination.

To configure LDAP settings:

1. Access the LDAP Settings page (**Configuration > Network Settings > LDAP Settings**).

Figure 14: LDAP Settings



LDAP Settings

LDAP Settings

Active Enable

General Fax In Fax Out

LDAP bind has succeeded 

LDAP Address

Port

Password

User (bind DN) 

Base DN (Search base)

Browse LDAP

2. Configure the parameters using the descriptions in the table below as a reference, and then click **Submit**.

Table 7: LDAP Settings

Parameter	Description
Active	From the drop-down menu select Enable .
Enable Fax In	From the drop-down menu select Enable to allow LDAP to search for users for the Fax In operation.
Enable Fax Out	From the drop-down menu select Enable to allow LDAP to search for users for the Fax Out operation.
Company Phone Number	The company's default fax number that is assigned for Fax Out operations.
LDAP Address	Defines the IP address or URL of the LDAP server. For LDAPS use ldaps://<ip address>, (e.g., ldaps://10.1.1.11)
Port	Defines the LDAP service port. The default is 389. For LDAPS use the default port 636 To search in the Global Catalog, use the following ports: 3268, and 3269 for LDAPS.
Password	Defines the password of the search requester.
User (bind DN)	Defines the username used for the LDAP search request.
Base DN (Search base)	Defines the start access point on the active directory tree structure.

3. To test LDAP connectivity and to test that you configured LDAP search settings correctly, click **Test LDAP**, enter the user number, and confirm that the fax finds the user.
4. To browse the LDAP, click **Browse LDAP**.



The application supports the following LDAP connectivity modes:

- Anonymous
- Simple
- Secure LDAP (LDAPS)

To configure LDAP Fax in Filter Mapping:

1. Configure LDAP Filter Mapping parameters using the descriptions in the table below as reference.

Table 8: LDAP Filter Mapping

Parameter	Description
Search number in fields	Defines in which field to look for the number of the fax recipient (usually configured to telephonenumber)
Display Name	Defines the field that contains the name of the fax recipient (usually configured to displayname)
Email Address	Defines the fax recipient's email address (usually configured to mail)

3.4.3 Configuring OVOC Settings

The following procedure describes how to configure SNMP-based communication between the Fax server and AudioCodes One Voice Operations Center (OVOC).

To configure OVOC Settings:

1. Access the OVOC Settings (**Configuration > Network Settings > OVOC Settings**).

2. Under IP Address, enter the OVOC FQDN or IP.
3. Under Trap port, enter the SNMP port to use to send Traps.
4. Under Keep Alive port, enter the SNMP port to use to send keep alive messages.
5. Under the system info settings group, in the 'System Name' and 'Location' fields, enter the system name and physical location respectively.
6. Under Login URL, enter the URL of the Fax server's Web. OVOC uses this URL when opening the Fax server's Web from OVOC.
7. Under the SNMP group, do the following:
 - a. Select SNMPv2 or SNMPv3.
 - b. Enter the SNMP authentication fields according to the selected protocol.



On Windows Services screen – make sure to disable the windows SNMP services in case it is in running state.

3.5 Backing up and Restoring the Application's Configuration Settings

The application provides a quick and easy way to back up and restore configurations. It's advisable to perform a backup before making any major changes, when the application is functioning correctly. Backups provide you with a safety net.

The backup mechanism backs up all your application settings, including architecture, users, administrators, and configuration. It's advisable to store the backup file in a safe place.

The system supports a backup tool for the Fax Application.

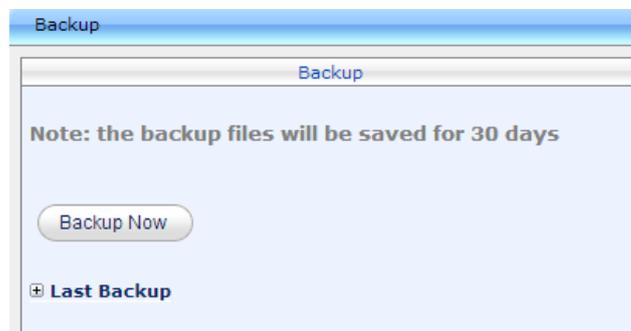


- The application automatically makes a backup once a day.
- The application holds backup files for 30 days.
- Older backup files are automatically deleted from the application.
- The restore file is a '.zip' file type.

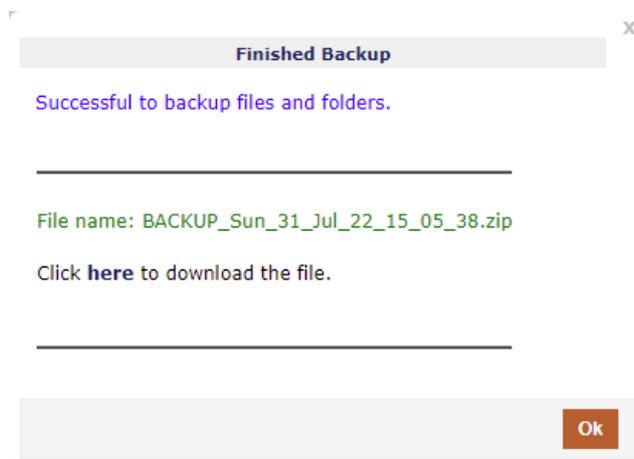
To perform a fax application backup:

1. Access the Backup page (**Configuration > Fax Backup > Backup**).

Figure 15: Backup

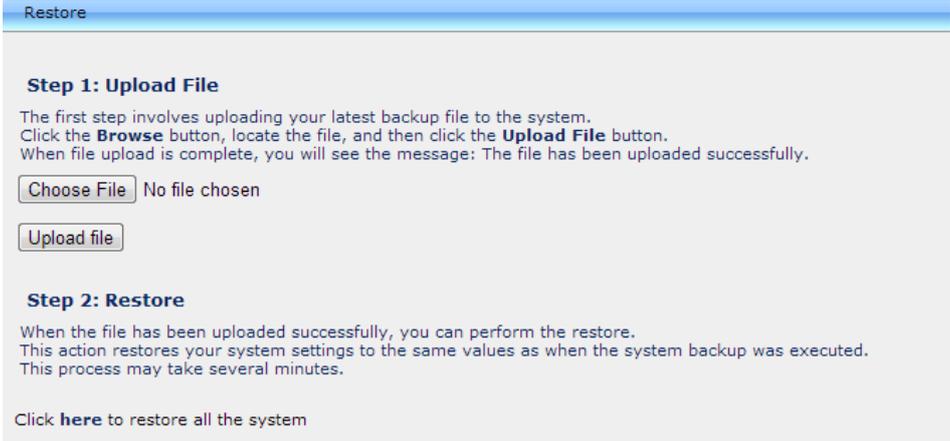


2. Click **Backup Now**.
3. Click the **here** button to download the newly created backup file:



To perform a Fax Application restore:

1. Access the Restore page (**Configuration > Fax Backup > Restore**).

Figure 16: Restore

Restore

Step 1: Upload File

The first step involves uploading your latest backup file to the system.
Click the **Browse** button, locate the file, and then click the **Upload File** button.
When file upload is complete, you will see the message: The file has been uploaded successfully.

No file chosen

Step 2: Restore

When the file has been uploaded successfully, you can perform the restore.
This action restores your system settings to the same values as when the system backup was executed.
This process may take several minutes.

Click [here](#) to restore all the system

2. Click **Choose File** to locate your backup file.
3. Click **Upload File** to upload your backup file.
4. Click **here** to restore the system.

4 Managing the Application

This section describes how to manage the application. The navigation tree under the Management tab enables administrators to easily manage general service settings and application users. Management menu options include:

- System Settings (see Section 4.1 below)
- Fax In (Fax to Mail) Settings (see Section 4.2)
- Fax Out (Mail to Fax) Settings (see Section 4.3)

Colored icons displayed in the fields:



= restart the Email Server after modifying this parameter.



= restart the Application after modifying this parameter.

4.1 Modifying System Settings

This section describes how to modify the System Settings, i.e., General (System) Settings and Advanced (System) Settings.

4.1.1 Modifying General Settings

To modify General Settings:

1. Access the General Settings page (**Management > System Settings > General Settings**).

Figure 17: General Settings

2. In the 'From Email Address' field, enter the email address that the fax recipient views.
3. In the 'Attachment name' field, enter the name of the attachment that the fax recipient will see.
4. Select the 'Add Symbol To Subject' option for adding the symbols to the email sent by the fax server system.
5. Select the 'Archive' option for the system to archive outgoing and incoming faxes.
6. In the 'Save archive (days)' field, enter the number of days you want the system to save the archived files.
7. In 'Date Format', set the date format which will be used by the fax server system.

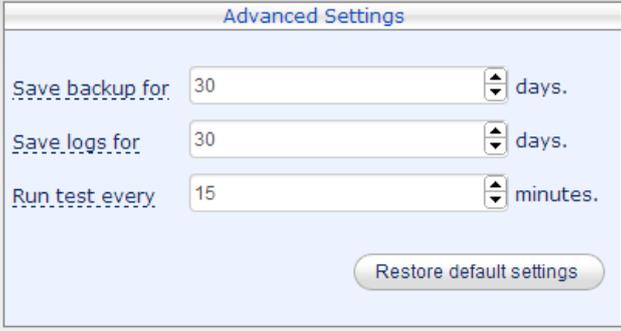
8. Select 'Send mail when test call failed' to retrieve an email when the self-fax test fails – the self-fax test is performed every few minutes to test the system by sending a fax via an internal loop.
9. Click **Submit**.

4.1.2 Modifying Advanced Settings

To modify Advanced Settings:

1. Access the Advanced Settings page (**Management > System Settings > Advanced Settings**).

Figure 18: Advanced Settings



The screenshot shows a web interface titled "Advanced Settings". It contains three rows of settings, each with a label, a text input field, and a unit label. The first row is "Save backup for" with a value of "30" and the unit "days". The second row is "Save logs for" with a value of "30" and the unit "days". The third row is "Run test every" with a value of "15" and the unit "minutes". At the bottom right of the form is a button labeled "Restore default settings".

2. You can modify the following Advanced Settings:
 - a. In the 'Save backup for' field, enter the number of days you want the system to save the fax application backup files.
 - b. In the 'Save logs for' field, enter the number of days you want the system to save the services logs.
 - c. In the 'Run test every' field, enter how often (in minutes) you want the system to perform a self-test.
3. To restore default settings, click **Restore default settings**.

4.1.3 Modifying Fax In Settings

This section describes how to modify fax-in settings.

To modify Fax In Settings:

1. Access the Fax In Settings page (**Management > System Settings > Fax In Settings**).

Figure 19: Fax in Settings

2. In the 'Default Email' field, enter a default email address. The *Fax To Mail* uses this e-mail address as the default destination when the application cannot determine where to send a specific incoming fax.
3. Select 'Reject Unknown Fax' if you wish to enable only allowed users to send faxes
4. In the 'Fax ID' field, enter the fax ID that the fax sender views on their fax machine as the fax number destination.



The Fax Server uses the following two Email Settings to send fax emails to users.

5. In the 'From Display Name' field, enter the name that the fax recipient will see.
6. In the 'Subject' field, enter the subject that the fax recipient will see.



The Fax Server uses the following two Administrator e-mail settings to display a message if fax processing fails.

7. In the 'Subject' field, enter the message you want displayed to the fax recipient if there's a failure.
8. Click **Submit**.

4.1.4 Modifying Fax Out (Mail to Fax) Settings

This section describes how to modify fax-out settings.

To modify Fax Out Settings:

1. Access the Fax Out Settings page (**Management > System Settings > Fax Out Settings**).

Figure 20: Fax Out Settings

Fax Out Settings

<u>Add Cover Page</u>	<input checked="" type="checkbox"/>
<u>Max Fax Recipients</u>	<input type="text" value="100"/>
<u>Send Email Confirmation</u>	<input type="checkbox"/>

Email Subject

<u>Success</u>	<input type="text" value="Send fax result"/>
<u>Failed</u>	<input type="text" value="Failed to send fax"/>
<u>Success To Number</u>	<input type="text" value="Fax to %NUMBER% Send Successfully"/>
<small>Note: Place holder %NUMBER% is required</small>	
<u>Failed To Number</u>	<input type="text" value="Fax to %NUMBER% Send Failed"/>
<small>Note: Place holder %NUMBER% is required</small>	

Multi Destinations Format

<u>Start With</u>	<input type="text" value="Fax to multi destinations results:"/>
<u>Succeeded Number Format</u>	<input type="text" value="(success) %NUMBER%"/>
<small>Note: Place holder %NUMBER% is required</small>	
<u>Failed Number Format</u>	<input type="text" value="(failed) %NUMBER%"/>
<small>Note: Place holder %NUMBER% is required</small>	
<u>Display</u>	Fax to multi destinations results: (success) 978654123, (failed) 65874225 >

<u>Fax ID Select Method</u>	<input style="width: 90%;" type="text" value="From Number Settings"/>
<u>System Fax ID</u>	<input type="text" value="Fax Service 8213"/>
<u>Default Display Name</u>	<input type="text" value="Fax Out"/>
<u>Default CLI</u>	<input type="text" value="8213"/>

<u>Display Remote ID</u>	<input type="checkbox"/>
<u>Send Attempts</u>	<input style="width: 40%;" type="text" value="3"/>
<u>Retry Interval</u>	<input type="text" value="120,180,300,600"/>
<small>Note: Retry interval values must be separated by comma: 120,180,300,600 Last interval value will correspond to all other attempts.</small>	
<u>Retry Interval (not answer)</u>	<input type="text" value="120,180,300,600"/>
<small>Note: Retry interval values must be separated by comma: 120,180,300,600 Last interval value will correspond to all other attempts.</small>	

Fax Out retry interval for a not answer call.

- Configure the parameters using [Table 9](#) as reference.

Table 9: Fax Out Settings – Advanced Settings

Parameter	Description
Add Cover Page	Select the option to add the default cover page template to the fax.
Max Fax Recipients	Maximum number of fax recipients for the Fax Out operation.
Send Email Confirmation	Select this option to allow the Fax Out application to send an automatic email confirmation notifying the user that the Fax Out request was received by the server and that it will be processed.
Success	Succeeded to send email subject
Failed	Failed to send email subject
Success To Number	Succeeded to send to number email subject
Failed To Number	Failed to send to number email subject
Start With	Multi destinations email subject start with
Succeeded Number Format	Succeeded Number Format
Failed Number Format	Failed Number Format
Fax ID Select Method	The fax out ID that will be displayed on the sent faxes
System Fax ID	The recipient will see this as the identification code of the fax
Default Display Name	The fax out display name that will be displayed on the sent faxes
Default CLI	The fax out CLI that will be displayed on the sent faxes
Display Remote ID	Select the option to display the remote ID of the fax out device in the email.
Send Attempts	Fax out retry attempts
Retry Interval	The time interval in seconds between consecutive attempts to send a fax. The time intervals must be separated by commas. The last time interval corresponds to all intervals of the send attempts that follow up to the number of Retry Interval. For example, if Retry Attempts=5, and Retry Interval=120,240,600, then the application tries to send the fax 5 times. After the first attempt, the application waits for 120 seconds and then makes the second attempt. After the second attempt the application waits for 240 seconds and then makes the third attempt. Then, for the fourth and fifth attempts, the interval is 600 seconds.
Retry Interval (no answer)	The time interval in seconds between consecutive attempts to send a fax if the receiving fax doesn't answer. The time intervals must be separated by commas. The last time interval corresponds to all intervals of the send attempts that follow up to the number of Retry Interval.

- Click **Submit**.



Users can override system cover page settings and opt for a self-created cover page to be sent as the first page of the outgoing fax. Any file attachment with a name containing the word *coverpage* (e.g., *coverpage.txt* or *coverpage.doc*) will be used as the first page of the fax and the system cover page will not be used for the fax operation.

customers can make a permanent coverpage file to replace the default one, by pushing their own coverpage.htm file to C:\F2MAdmin\templates

4.2 Modifying Fax In (Fax To Mail) Settings

The Fax Server lets you add predefined Fax In (Fax to Mail) entries. These override the LDAP query mechanism for finding user destination.

Example:

A predefined Fax In entry is defined as follows:

Phone Number: 1234567

Email address: User1@company.com

If an incoming fax call is sent to **1234567**, Fax to Mail does not try to search for the destination address of this number in the enterprise's Active Directory but rather automatically sends the fax to User1@company.com.

You can manually or by importing a file, create a 'Phone number to Email Address' and a 'Phone number to Display Name' conversion table.

4.2.1 Modifying Numbers

You can modify fax numbers.

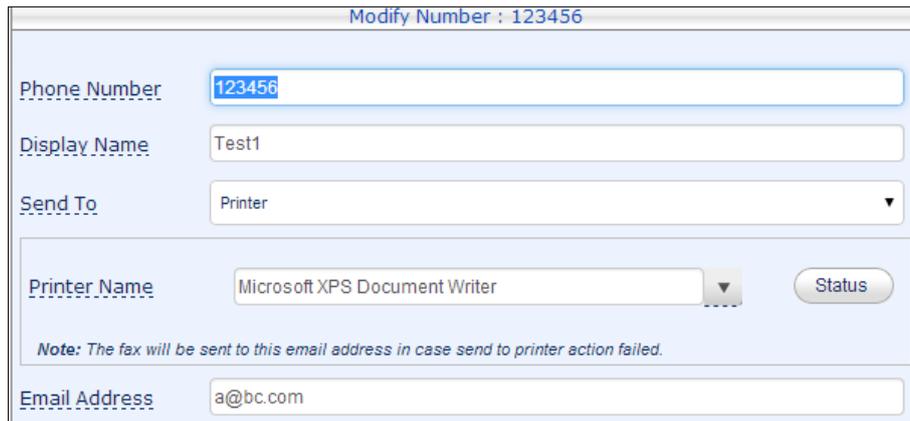
To modify fax numbers:

1. Access the Numbers page (**Management > Fax In > Numbers**).

Figure 21: Numbers

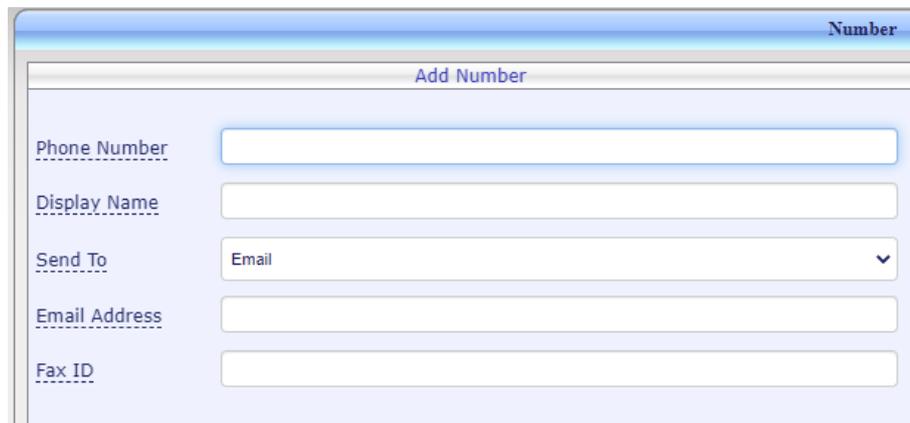
Phone Number	Email Address	Display Name	Printer Name	Fax ID	
0527	esti.wisefish@audiocodes.com	213 fax in		1	
11111	yacov1@fax.server	1234567890123456789012345			
22222	yacov2@fax.server	yacov2		yacov2@fax.server	

2. To sort the list of Numbers by a specific parameter, select the dropdown arrow in the 'Sort By' field, and select the parameter to sort by: Phone Number, Email Address, Display Name, or Printer Name.
3. To sort by Order, select the dropdown arrow in the 'Order' field, and select ASC (Ascending) or DESC (Descending).
4. To modify a fax number, click the edit icon and edit the required parameters displayed in [Figure 22](#) using [Table 10](#) below as reference.

Figure 22: Modify Number

Table 10: Modify Number Parameter Descriptions

Parameter	Description
Phone Number	The phone number.
Display Name	The name displayed (The display name is limited to 20 characters).
Send To	Select from the dropdown where to send the fax: Email or Printer.
Printer Name	If you select to send the fax to printer, enter the printer name or select the printer from the pop-down list.
Status	Click the Status button to see the status of the selected printer.
Email Address	The email address of the fax recipient.

5. To delete a fax number, click the delete  icon.
6. To add a new fax number, click **Add Number**:

Figure 23: Add Number


7. Enter the 'Phone Number', 'Display Name', 'Send To', and 'Email Address', fields.
8. Click **Submit**.

4.2.2 Importing Fax to Mail Numbers

You can import large numbers of predefined Fax to Email entries into the application using the Import Numbers feature. This feature uses a csv (Comma Separated Value) file format that can be edited using Notepad or Excel.



A CSV file consists of fields delimited by commas. Therefore, commas or embedded line breaks in the data are not allowed in any of the fields in the imported file.

To import a large number of Fax To Mail numbers:

1. Access the Import Fax to Email Numbers File page (**Management > Fax In > Import Numbers**).

Figure 24: Import Fax to Email Numbers

Import Fax to Email

The import fax to email feature allows you to import new fax to email into the system. The import feature makes it easy to add a large amount of fax to email information from a CSV file into the system. Click **Browse** to select a file to import:

No file chosen

Click **here** to import the file.

The export fax to email feature allows you to export fax to email of the system to CSV file. To export fax to email to a CSV file click **here**.

Use an empty CSV template file as a starting point for a new Import operation. To create a complete CSV template file click **here** (This template contains all available fields).

Import Results:

2. Click the **Choose File** button, and then select the file to import.
3. Click **here** to import the file.
4. To export to a CSV file, click the second **here**.



To create a complete CSV template file, click the third **here**.

4.3 Managing Fax Out (Mail to Fax) Service

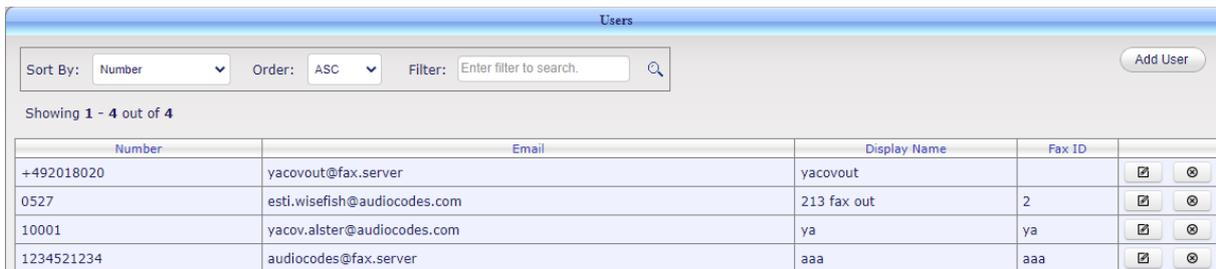
The navigation tree under the **Management** tab lets administrators easily manage Mail To Fax users, the gateways through which the outgoing faxes are routed, and the rules for routing these outgoing faxes.

4.3.1 Managing Fax Out Users

To manage Mail To Fax users:

1. Access the Mail To Fax users page (**Management > Fax Out > Users**).

Figure 25: Mail to Fax Users



Number	Email	Display Name	Fax ID		
+492018020	yacovout@fax.server	yacovout			
0527	esti.wisefish@audiocodes.com	213 fax out	2		
10001	yacov.alster@audiocodes.com	ya	ya		
1234521234	audiocodes@fax.server	aaa	aaa		

2. To modify or delete a user, click either the edit icon or the delete icon accordingly, and edit the required parameters.
3. To add a new user, click **Add User**.

Figure 26: Add New User



Add New User

Number

Email

*Tip: To support all domain users use: *@domain.com*

Display Name

*Tip: To use the "Display Name" available in the email FROM field use: **

Fax ID

4. Configure the parameters using the table below as reference.

Table 11: Add New User - Parameters

Parameter	Description
Number	Enter the user's phone number.
Email	Enter the user's unique email address. To support all domain users use: *@domain.com
Display Name	The name displayed (The display name is limited to 20 characters). To use the "Display Name" available in the email FROM field, use *
Fax ID	Enter the user's fax ID value.

5. Click **Submit**.

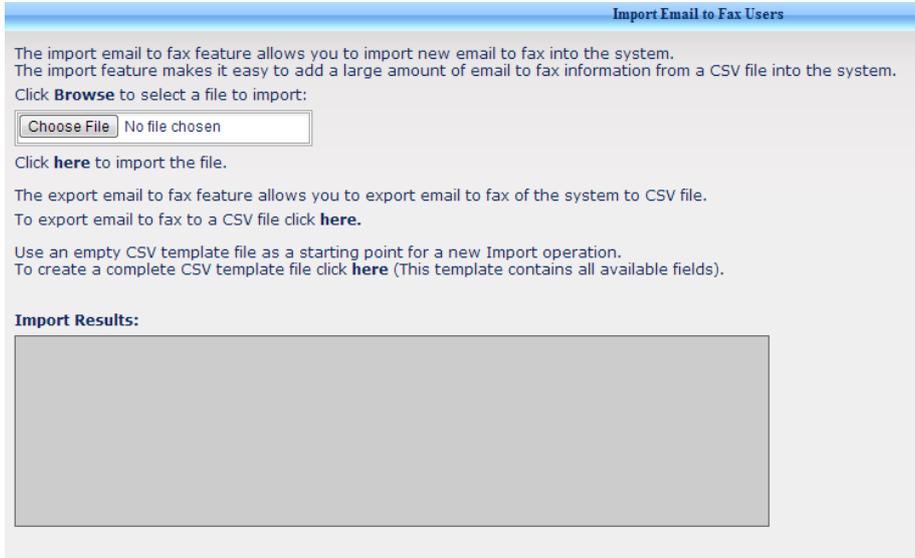
4.3.2 Importing Mail To Fax Users

You can import Mail To Fax users.

To import Mail To Fax users:

1. Access the Mail To Fax import users page (**Management > Mail To Fax > Import Users**).

Figure 27: Import Email to Fax Users



The import email to fax feature allows you to import new email to fax into the system. The import feature makes it easy to add a large amount of email to fax information from a CSV file into the system. Click **Browse** to select a file to import:

No file chosen

Click **here** to import the file.

The export email to fax feature allows you to export email to fax of the system to CSV file. To export email to fax to a CSV file click **here**.

Use an empty CSV template file as a starting point for a new Import operation. To create a complete CSV template file click **here** (This template contains all available fields).

Import Results:

2. Click the **Choose File** button and select the file to import.
3. Click **here** to import the file.



- To export email to fax to a CSV file, click the second **here**.
- To create a complete CSV template file, click the third **here**.

4.3.3 Managing Mail to Fax Gateways

After the system prepares the fax content for the Fax Out operation, it directs it to a correct AudioCodes Gateway/E-SBC. The gateway transmits the fax to the required destination.

The Fax application determines the Gateway according to the destination Fax Outgoing Rules (see [4.3.4 Managing Fax Out Outgoing Rules](#) on page 35).

To manage Mail To Fax Gateways:

1. Access the Mail To Fax Gateways page (**Management > Fax Out > Gateways**).

Figure 28: Gateways

	Name	IP	Port	Description	
1	Default	1.1.1.1		Default gateway. Editable only.	
2	Loop	10.21.0.103	5060	Loop test	

2. To modify or delete a gateway, click either the edit icon or the delete icon accordingly, and edit the required parameters.



The Default Gateway cannot be deleted and can be used as the default Gateway entry in cases where the system includes only one Gateway address.

3. To add a new gateway, click **Add**.

Figure 29: Add New Gateway

4. Configure the parameters using the table below as reference.

Table 12: Add New Gateway - Parameters

Parameter	Description
Name	Enter a unique name for the gateway.
IP	Enter a unique IP address for the gateway.
Port	Enter the gateway's port number.
Description	Enter a description for the gateway.

5. Click **Submit**.

4.3.4 Managing Fax Out Outgoing Rules

The Outgoing Rules define the way the system recognizes and directs the users' numbers to the required gateway.

Using multiple rules definitions pointing to different Gateways, the enterprise can define Least Cost Routing (LCR) rules based on contrary codes for example.

To manage Mail Out Outgoing Rules:

1. Access the Mail To Fax Outgoing Rules page (**Management > Mail To Fax > Outgoing Rules**).

Figure 30: Add New Gateway

	Name	Number Starts With	Rest of the number is between	Gateway Name			
1	Loop1	0544888	0 and 10 digits	Loop	↓	✎	✖
2	USA	001	10 and 10 digits	Default	↑ ↓	✎	✖
3	UK	044	10 and 10 digits	Loop	↑	✎	✖

2. To modify or delete Outgoing Rules, click either the edit icon or the delete icon accordingly, and edit the required parameters.
3. To change the search order of an Outgoing Rule, click either to increment the rule's priority, or to decrement the rule's priority.
4. To add a new outgoing rule, click **Add**.

Figure 31: Add New Outgoing Rule

5. Configure the parameters using the table below as reference.

Table 13: Add New Outgoing Rule - Parameters

Parameter	Description
Name	Enter a unique name for the Outgoing Rule.
The prefix is	Enter the fax destination prefix this rule is relevant to. You can add multiple prefixes using the button.
REST OF THE NUMBER	The number of digits after the 'Prefix' parameter defined previously.
Gateway	Select the gateway to which the outgoing fax are routed.
Rule Test	After clicking here , a Rule Test page appears. Enter the fax number you want to test, and click Test . The system checks if this fax number exists in its data base.

6. Click **Submit**.

5 Diagnosing Application and Determining Status

The Status and Diagnostics navigation tree allows administrators to view the current status of the Fax Server, and access archived log files and alarms.

If an issue with a specific application feature is encountered, the Status and Diagnostics functionality can be used to assess the issue and assist Technical Support to troubleshoot it.

5.1 Using Logs to Troubleshoot Issues

Each process in the application generates log files that can be used to troubleshoot and resolve problems.

- Only qualified technicians should use the log files.
- Old log files are automatically deleted from the application to maintain sufficient disk space.
- Log files are plain text files that can be viewed in any text editor.
- Each row in the log file contains an action, exact time and date, severity level, and description.

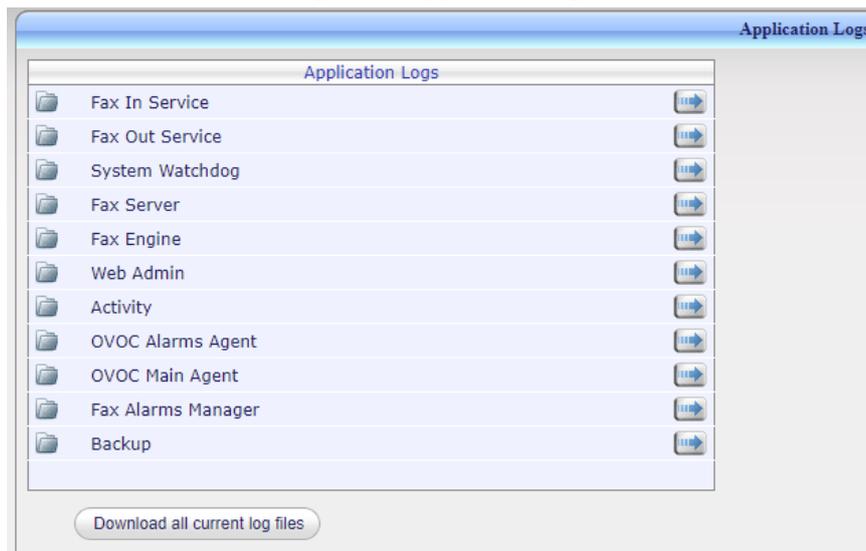
5.1.1 Viewing Logs

The Application Logs page provides access to the application log files running, including that of the Application Web Administration.

To view Application Logs:

1. Access the Application Logs page (**Status & Diagnostics > Logs > Application Logs**).

Figure 32: Application Logs



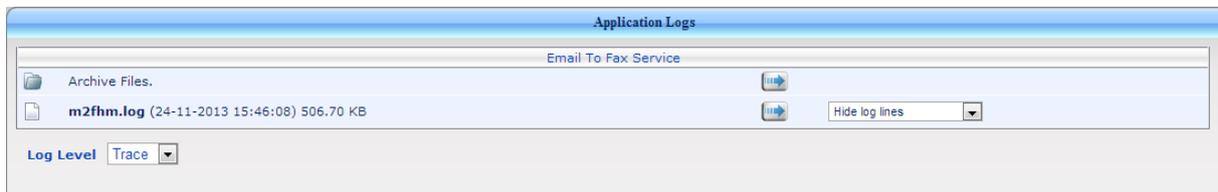
2. The dialog displays all applications running in the system.
3. Click the  button adjacent to the application whose logs you want to access.

4. The table below describes each application service:

Table 14: Application Services

Service	Description
Fax In Service	Includes the logs of the fax to email service.
Fax Out Service	Includes the logs of the email to fax service.
System Watchdog	Includes the logs of the system watchdog.
Fax Server	Includes the logs of the fax server.
Fax Engine	Includes the logs of the fax engine application.
Web Admin	Includes the logs of the Application Web Administration.
Activity	Includes records of any changes made to the Application system from the Application Web Administration.
OVOC Alarms Agent	Includes the logs for the OVOC alarms agent.
OVOC Main Agent	Includes the logs for the OVOC's main agent – to observe connectivity issues to OVOC.
Fax Alarms Manager	Includes logs for the Keep Alive between Fax server and OVOC server.
Backup	Includes logs from the backup application.

Figure 33: Application Logs – Email Service



5. The page lists all log files associated with the selected application (Email To Fax Service, in this example).
6. To open a specific log file, select the number of log lines you want to see and click the  button adjacent to the required log file.
7. To open old log files, click the  button adjacent to the  **Archive Files** folder.
8. To save a file, click **Save**.



You can download all the latest application log files in a single operation using the **Download all current log files** button. The output file is a zip file of all the latest log files for all the applications.

5.1.1.1 Changing the Fax Engine Log level

In some cases, detailed logs from the Fax engine need to be collected, which requires setting the fax engine log level to “debug” to collect these log files.

To change the Fax Engine Log level:

1. Open the file named ‘Logger.cfg’ which is located at the following path:
`\Commetrex\otf\Config`
2. Change the parameter ‘LOG_TYPE from ‘Log_OTF_All’ to ‘Log_OTF_Debug’.
3. Restart the service named faxserver (or BladWare).
4. Perform the fax calls.
5. Zip the entire Logs folder: \Commetrex\otf\bin\Logs and save on your local machine.
6. Revert the parameter ‘Log_OTF_Debug’ back to ‘Log_OTF_All’ and restart the faxserver service again.

5.2 Viewing Received Faxes and Mails

The Application Administrator's Tool lets you view the received faxes and mails.

5.2.1 Viewing Received Faxes

The Application lets you view a detailed list of all received faxes and to download a selected fax.

To view received faxes:

1. Access the Received Faxes page (**Status & Diagnostics > Call Logs > Received Faxes**).

Figure 34: Received Faxes

	Create Time	From (CLI)	To Email	To Number	Display Name	FAX ID	Pages	Status	Download
1	18:24 27/07/2022	7326524668	tom.conlon@audiocodes.com	17326524668	Tom Conlon	732-469-2298	2	Mail successfully sent.	
2	18:06 27/07/2022	7326524668	tom.conlon@audiocodes.com	17326524668	Tom Conlon	732-469-2298	2	Mail successfully sent.	
3	17:45 27/07/2022	7326524668	tom.conlon@audiocodes.com	17326524668	Tom Conlon	732-469-2298	2	Mail successfully sent.	
4	17:12 27/07/2022	7326524668	tom.conlon@audiocodes.com	17326524668	Tom Conlon	17324692298	2	Mail successfully sent.	
5	17:01 27/07/2022	7326524668	tom.conlon@audiocodes.com	17326524668	Tom Conlon	17324692298	2	Mail successfully sent.	

2. To download a selected fax, click the fax's download  icon.
3. To scroll between multiple pages, click **first**, **prev**, **next** or **last** at the bottom of the Received Faxes page.
4. To export the Received Faxes to a csv file, click the export  icon.
5. To filter search results according to your requirements, click the filter  icon.

Figure 35: Received Faxes – Filter Search Results

Create New Filter

Select status: All

From Date:

To Date:

To Email:

From Number: Contains

To Number: Contains

Sort By: Create Time DESC

Number Rows:

Status: No Filter

Service Status: No Filter

Create Filter Cancel

6. Configure the parameters using the table below as reference.

Table 15: Received Faxes Filter - Parameters

Service	Description
Select Status	Select the status of the faxes to be filtered: All, Successful, or Failed.
From Date	Check this box to set the start date from which faxes will be filtered and enter the date.
To Date	Check this box to set the date until which faxes will be filtered.
To Email	The Email address the fax was sent from.
From Number	The phone number the faxes were received from. You can further filter the phone number according to one of the following possible criteria: <ul style="list-style-type: none"> ■ Contains – The phone number contains the digit(s) entered. ■ Exact – The phone numbers match fully the number entered. ■ Begins with – The phone number begins with the digit(s) entered. ■ Ends with – The phone number ends with the digit(s) entered. Advanced options – Use the syntax displayed.
To Number	The destination fax number.
Sort by	Sort the faxes according to one of the following possible criteria: <ul style="list-style-type: none"> ■ Create time ■ From (CLI) ■ To Email ■ To number ■ Fax ID ■ Display Name ■ Pages ■ Server Status ■ Service Status ■ Download You can sort the result in Ascending order or Descending order
Number Rows	The number of rows to be displayed in the table
Status	Application status

7. To run the last filtered query, click the SQL  icon.
8. Click **Create Filter**.

5.2.2 Viewing Sent Faxes

You can view a detailed list of all sent faxes and download a selected fax.

To view Sent Faxes:

1. Access the Sent Faxes page (**Status & Diagnostics > Call Logs > Sent Faxes**).

Figure 36: Sent Faxes

Sent Faxes								
Select status	All				<-first prev next last->	Showing 1 - 15 out of 26		
	Create Time	From Email	To Number	From Number	Display Name	Pages	Status	Download
1	23:30 27/07/2022	Tom.Conlon@audiocodes.com	19192873501	7326524668	Tom Conlon	2	Fax rejected	
2	18:23 27/07/2022	tom.conlon@audiocodes.com	17326524668	7326524668	Tom Conlon	1	Fax successfully sent.	

2. To download a selected fax, click the fax's download  icon.
3. To scroll between multiple pages, click **first**, **prev**, **next** or **last** at the bottom of the Sent Faxes page.
4. To export the sent faxes to a CSV file, click the export  icon.
5. To filter search results according to your requirements, click the filter  icon and follow the instructions under Section 5.2.1, [Viewing Received Faxes](#), on page 51.
6. To run the last filtered query, click the SQL  icon.

5.3 Viewing Application System Status

You can view the status of services and applications, the last test calls, and make a test call.

To view system status:

1. Access the System Status page (**Status & Diagnostics > System Status > System Status**).

Figure 37: System Status

System Status						
Service	Status	Up Time	Handles	Threads	Private Memory/Working Set	Version
Fax In	Running 	3 days, 16:50:10	510	9	49.09 MB/17.15 KB	2.2.2.6
Fax Out	Running 	3 days, 16:50:12	953	12	58.84 MB/20.75 KB	2.2.2.6
System Watchdog	Running 	3 days, 16:50:10	644	8	277.92 MB/248.39 KB	2.2.2.6
Fax Server	Running 	3 days, 16:23:05	602	16	19.14 MB/7.86 KB	2.6.124
Fax Engine	Running 	3 days, 16:25:30	197	6	3.20 MB/2.46 KB	
Fax Converter	Running 	3 days, 16:50:10	143	6	3.48 MB/1.77 KB	7.1
Mail Server	Running 	3 days, 16:50:11	423	70	17.37 MB/8.02 KB	1.0
OVOC Alarms Agent	Running 	3 days, 16:46:51	716	18	55.24 MB/28.93 KB	3.0.12.51854
OVOC Main Agent	Running 	3 days, 16:46:35	508	15	83.00 MB/41.33 KB	3.0.13.51885
Fax Alarms Manager	Running 	3 days, 16:46:38	478	11	48.08 MB/23.13 KB	2.6.201.51139

The System Status page lists all services. The page enables stopping/starting each service. Each service displays these attributes:

Table 16: Service Status

Attribute	Description
Service	Defines the service application name.
Status	Defines the current status of the process: Running or Stopped.
Up Time	Defines the time the service was started.
Handles	Defines the handles count used by the service.
Threads	Defines the threads count used by the service.
Private Memory / Working Set	Defines the memory usage used by the service.
Version	Defines the version of the service.

The page includes **Stop/Start/Restart** buttons to quickly control a service.

- Use the **Stop** button  to stop a service.
- Use the **Start** button  to start a service
- Use the **Restart** button  to restart a service.



The Fax System Watchdog service cannot be stopped.

6 Fax Software Upgrade

You can simply run the latest Fax setup file (e.g., when installing the software for the first time). Select the component to upgrade (Fax) according to your current system setup.

For the Fax Server, the wizard prompts for a local user or domain user – enter the same user/password that is used when installing the Fax Server for the first time.

For each component, you are prompted that it is already installed, and you need to confirm the upgrade to the new version.

6.1 Before Running Upgrade

Before running the upgrade, you must backup the current installation.

To create a backup:

1. In case you are running on a virtual machine, take a snapshot; you will be able to roll back if required.
2. Download the latest backup file **Configuration > Fax Backup** and **Configuration > Auto Attended Backup**.
3. The upgrade does not remove user's data base settings; however, you can save it for backup from `c:\F2MAdmin\db\sqlite\f2e.db3`.
4. In case Neevia converter is updated, you must re-enter the license.



Before selecting to upgrade this component, validate that you have the correct license key. If you don't have it, contact your Support person.

To verify the fax's codec:

If you have changed the fax's codec to g.711, the upgrade will restore the codec back to default (t.38) and you will need to restore the code to g.711 (as described in step 11 in the next section).

1. Open the Registry Editor: *Run -> regedit*
2. Find the following key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\Fax_Receiver\Parameters
```

3. Check the fax codec:

g.711	Application = C:\Program Files (x86)\Commetrex\otf\bin\faxserver -c 4 -p 9435 -f 5 -o mulaw -a mulaw
T3.8	Application=C:\Program Files (x86)\Commetrex\otf\bin\faxserver -c 4 -p 9435 -f 5

6.2 Running Upgrade

This section describes the upgrade procedure.

To run the upgrade:

1. Login with a user that has local Administrator credentials and stop the following services:
 - a. Stop *Fax To Mail Watchdog*
 - b. Stop *Fax To Mail* (stop it before hMailServer service)
 - c. Stop *Fax_Receiver* (stop it before Bladware service)
 - d. Stop *Mail To Fax* (stop it before hMailServer service)
 - e. Stop *Apache2.4*
 - f. Stop *Bladware*
 - g. Stop *DcStart*
 - h. Stop *hMailServer*
2. During the Fax components upgrade, you are prompted to assign user and password for fax system services. Assign the same user that was used for the initial installation of the Fax Server.



Don't choose the option to create a new user unless you cannot remember the user/password of the original installation user.

Figure 38: Windows Account for Fax Services



3. Run the setup with Administrator credentials (right click on **fax_att_setup.exe** -> **Run as Administrator**).
4. Check the services that you wish to upgrade: *Fax Server* and then click **Run**.
5. Approve all notification messages during the upgrade procedure.
6. Configure the Time zone



Known issue: call log time is not according to server time zone.

To fix this, you need to open `C:\php_56\php.ini` and assign the time zone name

Figure 39: Call Log Time Zone

```

924 [Date]
925 ; Defines the default timezone used by the date functions
926 ; http://php.net/date.timezone
927 date.timezone = 'Europe/Helsinki'

```

For a list of supported time zones, see Appendix - B Supported Time Zones, on page 48.

7. Neevia converter configuration (skip if Neevia was not updated).
8. When the wizard finishes, click the following link to open Neevia:

[Click here to open Neevia](#)
9. Open **Settings > Folders**:
 - a. If the folder to scan Windows contains `C:\Neevia\I\` and `C:\Neevia\IT\` folders, proceed to Step 9.

Figure 40: Input Folders

Folder to scan	Output format
c:\neevia\DEF_FOLDERS\I\I\'	PDF
C:\Neevia\I\'	TIFF
C:\Neevia\IT\'	TIFF (FAX)

- b. If the folders do not exist, import them using this configuration import script:


```
Settings > Folders > Add folder > Import >
C:\F2MAdmin\install > import_1.cfg
Settings > Folders > Add folder > Import >
C:\F2MAdmin\install > import_2.cfg
```
10. Assign the license that you backed up in Section 3.2:

On Neevia > Help > About > Register:

```
User Name: Audiocodes
Company: Audiocodes
Serial Number:
```
11. G.711 support: The system supports T.38 (default) or G.711. The codecs cannot work together on the same system.
 - a. Open the Registry Editor: *Run -> regedit*
 - b. Find the following key:


```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\Fax_Re
ceiver\Parameters
```
 - c. Assign the following value:


```
Application = C:\Program Files
(x86)\Commetrex\otf\bin\faxserver -c 4 -p 9435 -f 5 -o
mulaw -a mulaw
```

The default T3.8 value is:

```
Application=C:\Program Files
(x86)\Commetrex\otf\bin\faxserver -c 4 -p 9435 -f 5
```
12. Restart the Fax server, and then log on as the same local user used in this upgrade procedure installation, the fax system configuration script runs.
13. Please wait until the script finishes running (i.e., system is ready).

A Detailed error message list

Fax in and fax out error messages - The following lists all possible error messages within the code. Some appear in the GUI while some appear only in log files.

FAX LEVEL USE

```
"System internal Error"; → FMS (Fax engine's) internal Error
"Call timeout"; → Timeout (remote side did not respond)
"Number is busy"; → Busy
"No answer"; → No Answer
"Fax rejected"; → Reject
"System Error"; → Other Error
"Send transmission Error"; → transmission canceled
"Fax may not be fully received. Please check with fax
sender";//Fax may not be fully received";
"Fax may not be fully sent";
"Not a fax"; → call canceled
"Call rejected. User not found."; → call rejected. User not found
"No fax image.";
```

EMAIL LEVEL USE

Failed message level

```
Error_100 = "Unsupported"
Error_101 = "User has no permission"
Error_102 = "More than max recipients"
Error_103 = "Invalid recipients"
Error_104 = "No recipients"
```

XML - EMAIL LEVEL USE

Web admin validation failed

```
Error_105 = "Invalid number"
```

Converter state

```
Error_106 = "Failed to merge"
Error_107 = "Failed to convert"
Error_108 = "Attachment has long name or not supported extension"
Error_109 = "Invalid email details or not supported extension"
Error_111 = "System Error"
Error_111_out = "System Error"
Error_111_in = "System Error"
Error_112 = "Unknown internal Error"
Error_113 = "The time is outdated"
Error_113_out = "The mail time is outdated"
Error_113_in = "The fax time is outdated.";
Error_114 = "System Error. Failed to send."; //"Exceeded max retry
attempts "
Error_115 = "System Error. Not found fax."; //"Exceeded max retry
attempts to find a file pair ";
Error_121 = "Unknown user "
Error_122 = "User was not found "
Error_200 = "Successfully sent."
```

```
Error_200_out = "Fax successfully sent."  
Error_200_in = "Mail successfully sent."
```

Fax status, DB and XML

```
Error_201 = "Preparation for sending"  
Error_202 = "Sending state"
```

Converter state

```
Error_203 = "Merging state"  
Error_204 = "Converting state"  
  
Error_250 = "Fax saved to admin folder"  
Error_251 = "Fax saved to retry folder"  
Error_252 = "Fax saved to failed folder."  
Error_253 = "Fax saved to unknown folder"  
Error_254 = "Printer was not found"  
Error_255 = "Fax file was not found"  
Error_256 = "Failed to print fax."  
Error_257 = "Fax is blank or corrupted"  
  
smtp_801 = Error_801 = "SMTP is not responding"  
smtp_802 = Error_802 = "SMTP problem"  
  
Error_911 = "Retrying to send"
```

B Supported Time Zones

Below is a list of supported time zones

- 'Pacific/Midway': "(GMT-11:00) Midway Island"
- 'US/Samoa': "(GMT-11:00) Samoa"
- 'US/Hawaii': "(GMT-10:00) Hawaii"
- 'US/Alaska': "(GMT-09:00) Alaska"
- 'US/Pacific': "(GMT-08:00) Pacific Time (US & Canada)"
- 'America/Tijuana': "(GMT-08:00) Tijuana"
- 'US/Arizona': "(GMT-07:00) Arizona"
- 'US/Mountain': "(GMT-07:00) Mountain Time (US & Canada)"
- 'America/Chihuahua': "(GMT-07:00) Chihuahua"
- 'America/Mazatlan': "(GMT-07:00) Mazatlan"
- 'America/Mexico_City': "(GMT-06:00) Mexico City"
- 'America/Monterrey': "(GMT-06:00) Monterrey"
- 'Canada/Saskatchewan': "(GMT-06:00) Saskatchewan"
- 'US/Central': "(GMT-06:00) Central Time (US & Canada)"
- 'US/Eastern': "(GMT-05:00) Eastern Time (US & Canada)"
- 'US/East-Indiana': "(GMT-05:00) Indiana (East)"
- 'America/Bogota': "(GMT-05:00) Bogota"
- 'America/Lima': "(GMT-05:00) Lima"
- 'America/Caracas': "(GMT-04:30) Caracas"
- 'Canada/Atlantic': "(GMT-04:00) Atlantic Time (Canada)"
- 'America/La_Paz': "(GMT-04:00) La Paz"
- 'America/Santiago': "(GMT-04:00) Santiago"
- 'Canada/Newfoundland': "(GMT-03:30) Newfoundland"
- 'America/Buenos_Aires': "(GMT-03:00) Buenos Aires"
- 'Greenland': "(GMT-03:00) Greenland"
- 'Atlantic/Stanley': "(GMT-02:00) Stanley"
- 'Atlantic/Azores': "(GMT-01:00) Azores"
- 'Atlantic/Cape_Verde': "(GMT-01:00) Cape Verde Is."
- 'Africa/Casablanca': "(GMT) Casablanca"
- 'Europe/Dublin': "(GMT) Dublin"
- 'Europe/Lisbon': "(GMT) Lisbon"
- 'Europe/London': "(GMT) London"
- 'Africa/Monrovia': "(GMT) Monrovia"
- 'Europe/Amsterdam': "(GMT+01:00) Amsterdam"
- 'Europe/Belgrade': "(GMT+01:00) Belgrade"
- 'Europe/Berlin': "(GMT+01:00) Berlin"
- 'Europe/Bratislava': "(GMT+01:00) Bratislava"
- 'Europe/Brussels': "(GMT+01:00) Brussels"
- 'Europe/Budapest': "(GMT+01:00) Budapest"

- 'Europe/Copenhagen': "(GMT+01:00) Copenhagen"
- 'Europe/Ljubljana': "(GMT+01:00) Ljubljana"
- 'Europe/Madrid': "(GMT+01:00) Madrid"
- 'Europe/Paris': "(GMT+01:00) Paris"
- 'Europe/Prague': "(GMT+01:00) Prague"
- 'Europe/Rome': "(GMT+01:00) Rome"
- 'Europe/Sarajevo': "(GMT+01:00) Sarajevo"
- 'Europe/Skopje': "(GMT+01:00) Skopje"
- 'Europe/Stockholm': "(GMT+01:00) Stockholm"
- 'Europe/Vienna': "(GMT+01:00) Vienna"
- 'Europe/Warsaw': "(GMT+01:00) Warsaw"
- 'Europe/Zagreb': "(GMT+01:00) Zagreb"
- 'Europe/Athens': "(GMT+02:00) Athens"
- 'Europe/Bucharest': "(GMT+02:00) Bucharest"
- 'Africa/Cairo': "(GMT+02:00) Cairo"
- 'Africa/Harare': "(GMT+02:00) Harare"
- 'Europe/Helsinki': "(GMT+02:00) Helsinki"
- 'Europe/Istanbul': "(GMT+02:00) Istanbul"
- 'Asia/Jerusalem': "(GMT+02:00) Jerusalem"
- 'Europe/Kiev': "(GMT+02:00) Kyiv"
- 'Europe/Minsk': "(GMT+02:00) Minsk"
- 'Europe/Riga': "(GMT+02:00) Riga"
- 'Europe/Sofia': "(GMT+02:00) Sofia"
- 'Europe/Tallinn': "(GMT+02:00) Tallinn"
- 'Europe/Vilnius': "(GMT+02:00) Vilnius"
- 'Asia/Baghdad': "(GMT+03:00) Baghdad"
- 'Asia/Kuwait': "(GMT+03:00) Kuwait"
- 'Africa/Nairobi': "(GMT+03:00) Nairobi"
- 'Asia/Riyadh': "(GMT+03:00) Riyadh"
- 'Europe/Moscow': "(GMT+03:00) Moscow"
- 'Asia/Tehran': "(GMT+03:30) Tehran"
- 'Asia/Baku': "(GMT+04:00) Baku"
- 'Europe/Volgograd': "(GMT+04:00) Volgograd"
- 'Asia/Muscat': "(GMT+04:00) Muscat"
- 'Asia/Tbilisi': "(GMT+04:00) Tbilisi"
- 'Asia/Yerevan': "(GMT+04:00) Yerevan"
- 'Asia/Kabul': "(GMT+04:30) Kabul"
- 'Asia/Karachi': "(GMT+05:00) Karachi"
- 'Asia/Tashkent': "(GMT+05:00) Tashkent"
- 'Asia/Kolkata': "(GMT+05:30) Kolkata"
- 'Asia/Kathmandu': "(GMT+05:45) Kathmandu"
- 'Asia/Yekaterinburg': "(GMT+06:00) Ekaterinburg"

- 'Asia/Almaty': "(GMT+06:00) Almaty"
- 'Asia/Dhaka': "(GMT+06:00) Dhaka"
- 'Asia/Novosibirsk': "(GMT+07:00) Novosibirsk"
- 'Asia/Bangkok': "(GMT+07:00) Bangkok"
- 'Asia/Jakarta': "(GMT+07:00) Jakarta"
- 'Asia/Krasnoyarsk': "(GMT+08:00) Krasnoyarsk"
- 'Asia/Chongqing': "(GMT+08:00) Chongqing"
- 'Asia/Hong_Kong': "(GMT+08:00) Hong Kong"
- 'Asia/Kuala_Lumpur': "(GMT+08:00) Kuala Lumpur"
- 'Australia/Perth': "(GMT+08:00) Perth"
- 'Asia/Singapore': "(GMT+08:00) Singapore"
- 'Asia/Taipei': "(GMT+08:00) Taipei"
- 'Asia/Ulaanbaatar': "(GMT+08:00) Ulaan Bataar"
- 'Asia/Urumqi': "(GMT+08:00) Urumqi"
- 'Asia/Irkutsk': "(GMT+09:00) Irkutsk"
- 'Asia/Seoul': "(GMT+09:00) Seoul"
- 'Asia/Tokyo': "(GMT+09:00) Tokyo"
- 'Australia/Adelaide': "(GMT+09:30) Adelaide"
- 'Australia/Darwin': "(GMT+09:30) Darwin"
- 'Asia/Yakutsk': "(GMT+10:00) Yakutsk"
- 'Australia/Brisbane': "(GMT+10:00) Brisbane"
- 'Australia/Canberra': "(GMT+10:00) Canberra"
- 'Pacific/Guam': "(GMT+10:00) Guam"
- 'Australia/Hobart': "(GMT+10:00) Hobart"
- 'Australia/Melbourne': "(GMT+10:00) Melbourne"
- 'Pacific/Port_Moresby': "(GMT+10:00) Port Moresby"
- 'Australia/Sydney': "(GMT+10:00) Sydney"
- 'Asia/Vladivostok': "(GMT+11:00) Vladivostok"
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