

Fax Server

Version 2.6x



 Skype for Business

Table of Contents

Security Vulnerabilities	iv
WEEE EU Directive	iv
Customer Support	iv
Stay in the Loop with AudioCodes.....	iv
Abbreviations and Terminology.....	iv
Related Documentation.....	iv
Document Revision Record.....	v
Documentation Feedback.....	v
Software Revision Record	vi
1 Introduction	1
1.1 Fax Server	1
1.1.1 Features and Benefits.....	1
1.2 About this Guide.....	2
1.3 Call Flow Descriptions.....	2
1.3.1 Incoming Fax2Mail Flow with Fax Detection.....	2
1.3.2 Outgoing Mail2Fax Flow	3
2 Prerequisites	4
2.1 Installation on the Customer's Server	4
2.2 For Net 3.5 for Windows 2016/2019:	5
2.3 Adding Fax Application VM to the SBA	6
2.4 Obtaining the IP Address of the Virtual Machine	17
3 Installing the Fax Server.....	18
3.1 Installing the Fax Server.....	18
3.2 Setting up Fax Detection on AudioCodes' Gateway.....	27
3.2.1 How Fax Detection and Fax Reroute Work	27
3.2.2 Configuring Fax Detection and Fax Reroute	27
3.2.2.1 Fax Call Flow Sample.....	29
3.3 Configuring the Fax Server's Ports	30
3.4 Configuring LDAP Settings	30
3.5 Activating the Fax Server License	30
3.6 Setting the Neevia License.....	32
3.7 Backing Up and Restoring Configuration Settings	35
3.8 Changing Fax Server E-mail Customization.....	35
3.9 Changing the Server IP Address.....	35
3.10 Disabling the Windows Firewall and Anti-Virus	36

A	Configuring Exchange SMTP Connector	37
B	How to Set SMTP Relay on HmailServer	39
B.1	Introduction.....	39
B.2	Prerequisites.....	39
B.3	Configuration on Fax Server WEB interface.....	40
B.4	Configure hMailServer	41
C	Microsoft Windows Update	43
D	Running Anti-Virus Software	44
D.1	Running Anti-Virus Software on FAX Components	44
E	Configuring the Windows Server for Microsoft Office 2013 or Office 2016	45
F	Fax Conversion Troubleshooting.....	46
G	Fax Software Upgrade	48
H	How to Replace the Certificate for the Web Interface	49
H.1	Introduction.....	49
H.2	Prerequisites.....	50

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-14-2024

Security Vulnerabilities

All security vulnerabilities should be reported to vulnerability@audiocodes.com.

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.

Related Documentation

Manual Name
Fax Server Administrator's Guide

Document Revision Record

LTRT	Description
28872	Initial document release.
28874	<i>Lync</i> replaced with <i>Skye for Business</i> . Minor modifications to Chapter 2 – Prerequisites.
28875	Updates for obtaining licenses from AudioCodes.
28876	Updates for downloading files and for obtaining licenses from AudioCodes.
28877	<ul style="list-style-type: none"> ■ Updated to Software Update 2.5.100 ■ new appendix “Fax and IVR Software Upgrade” added.
28878	<ul style="list-style-type: none"> ■ Integration with external systems/database for retrieving information through a REST API ■ Updated minimum server requirements for CPU ■ Updated memory requirements for adding Fax Application VM to the SBA ■ Updated pre-installation requirements
28942	<ul style="list-style-type: none"> ■ Windows Server 2019 support ■ ACD Reports ■ Added support for Skype 2019
28943	<ul style="list-style-type: none"> ■ Modified the note in the Prerequisites section. ■ Updated Installing the Fax Server procedure.
28944	<ul style="list-style-type: none"> ■ Update for Microsoft Teams DR-SBA fax routing ■ Focus Fax Server support.
28945	Updated 3.3 Configuring the Fax Server’s Ports
28946	Update on how to set SMTP relay on HmailServer
28947	Updated GUI
28948	Updated latest software versions download link under Software Revision Record.
28949	Changed hMailServer Number of retries

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>

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).

1 Introduction



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 fax calls and route these calls to the fax server.

1.1.1 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 shows how to install the AudioCodes' Fax Server software application. The guide also shows how to set up the AudioCodes Gateway fax detection and fax reroute mechanisms.

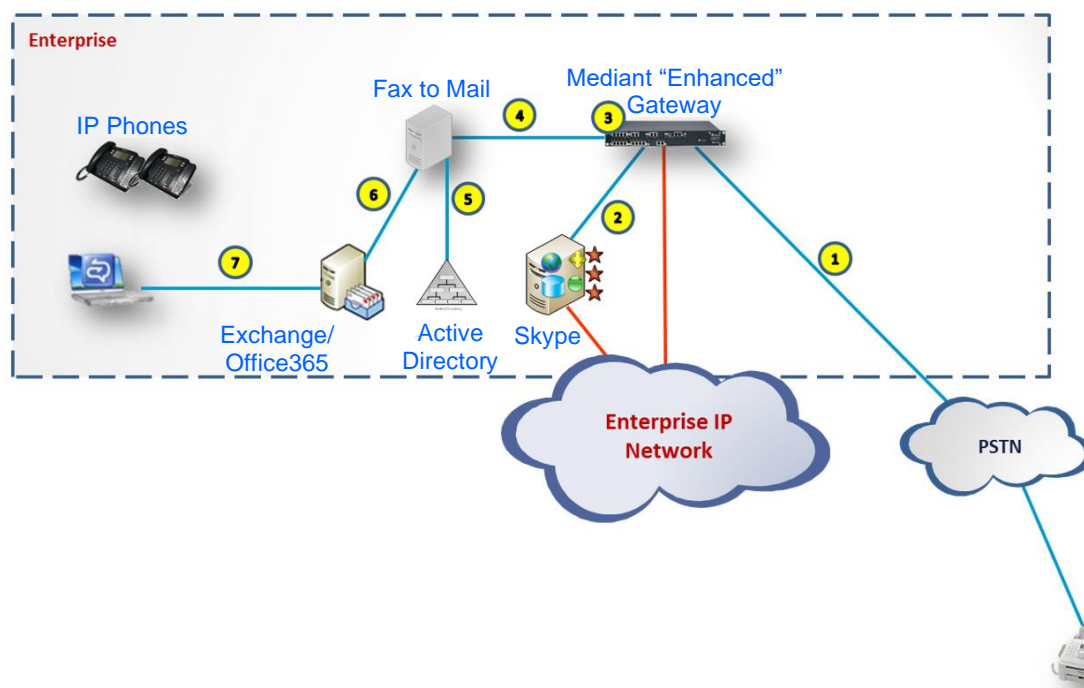
1.3 Call Flow Descriptions

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. If it is a fax call, the call will be 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.

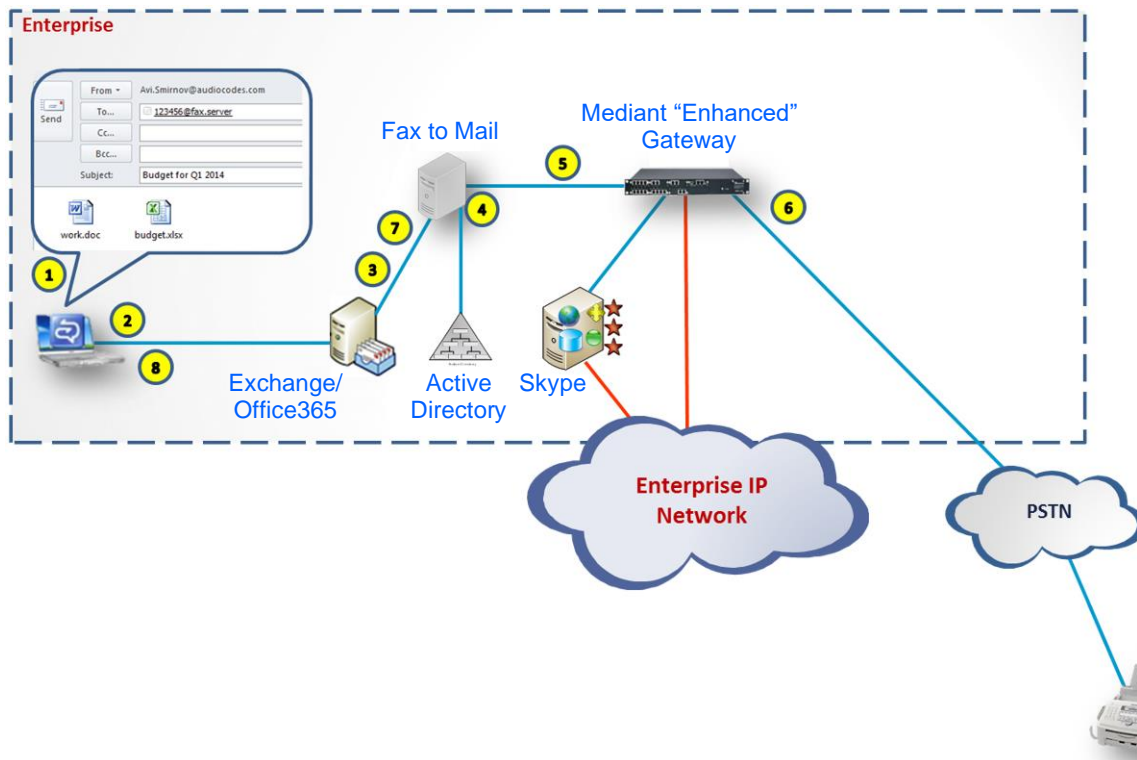
Table 2: Call Flow - Incoming Fax2Mail with Fax Detection Description

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.

1.3.2 Outgoing Mail2Fax Flow

The diagram below illustrates the call flow for an outgoing fax call from the user.

Figure 2: Call Flow - Outgoing Mail2Fax



The table below describes the call flow for an Outgoing Mail2Fax.

Table 3: Call Flow - Outgoing Mail2Fax Description

Step #	Description
1	The user creates a new email with attachments and sends to <i>number@fax.server</i> (e.g. +972123456@fax.server).
2	The Email is sent to the company mail server or to Office365.
3	The mail server forwards email to Fax server.
4	The Fax server converts the email and attachments to fax format.
5	The Fax server sends the fax via T.38 to the PSTN gateway.
6	The Fax is sent to PSTN via AudioCodes gateway (T.38 or G.711).
7	The Fax server sends a success/fail delivery email to the Mail server.
8	The user receives success/fail report for the fax send operation.

2 Prerequisites

The following describes the hardware and software prerequisites for the following installation types:

- Installation on customer's server
- Installation on SBA (Skype SBA, Teams DR SBA)

2.1 Installation on the Customer's Server

Installation on a customer server can be done on a Physical or a Virtual Machine, where any hypervisor that can host the Windows Operating System can be used (e.g., VmWare, HyperV, XEN). Before you install the Fax server, make sure you meet the following prerequisites:

- Minimum server specifications:
 - CPU: Dual Core
 - Memory: 4 GB RAM
- Hard Disk: 80G Operating System supported:
 - Windows Server 2019, 64-bit version Desktop (not supported for Lync server 2010)
 - Windows Server 2016, 64-bit version
 - Windows Server 2012 R2, 64-bit version
 - Windows Server 2008 R2 Standard with Service Pack 1, 64-bit version



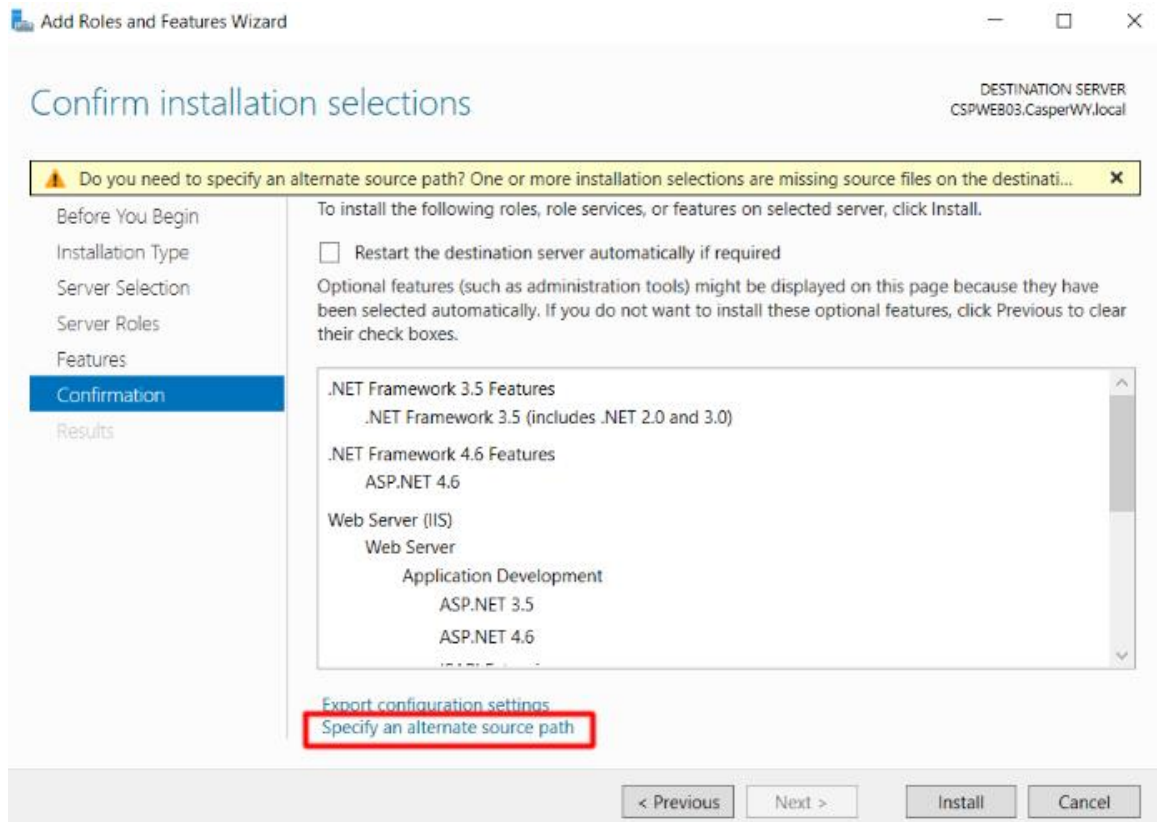
The Operating System should be "clean" with no additional software/applications previously installed. Windows updates must be performed before starting the installation.

For installation on the customer's server, do the following:

- Download the latest Fax installation file from https://downloads-audiocodes.s3.amazonaws.com/Download/AC_FAX_IVR_IW.html. Since the file is zipped, you need to unzip to temp directory.
- Install Microsoft .Net 3.5. library by opening the Microsoft Server Manager and navigating to **Add Features** and enabling the .NET Framework 3.5 feature.
- **For Windows 2012 R2, Windows 2016, Windows 2019 server only**, install Microsoft Media Foundation by opening the Microsoft Server Manager and navigating to **Add Features**. Enable the **Media Foundation** feature.
- **For Windows 2008 R2 server only**, install Microsoft Desktop Experience by opening the Microsoft Server Manager and navigating to **Add Features**. Enable the **Desktop Experience** feature.
- **For Windows 2008 R2 server only** Install Microsoft .Net 4.5 library from the installation directory `..\data\NDP451-KB2858728-x86-x64-AllOS-ENU.exe` (or you can download it from <http://www.microsoft.com/en-us/download/details.aspx?id=40779>).

2.2 For Net 3.5 for Windows 2016/2019:

When installing **Net 3.5**, you will receive a prompt to which you need to select the **Specify an alternate source path** option to select a path to the side-by-side (SxS) folder of the Windows 2016/2019 installation.



2.3 Adding Fax Application VM to the SBA

The procedure below shows how to define the Fax server application as a Virtual Machine on the OSN module using the Microsoft's Hyper-V Manager.

In case the Fax is not installed on the SBA, proceed to Section 2.4.



Ensure you have downloaded the vhd file from the path shown in Section [Software Revision Record](#) on page vi.

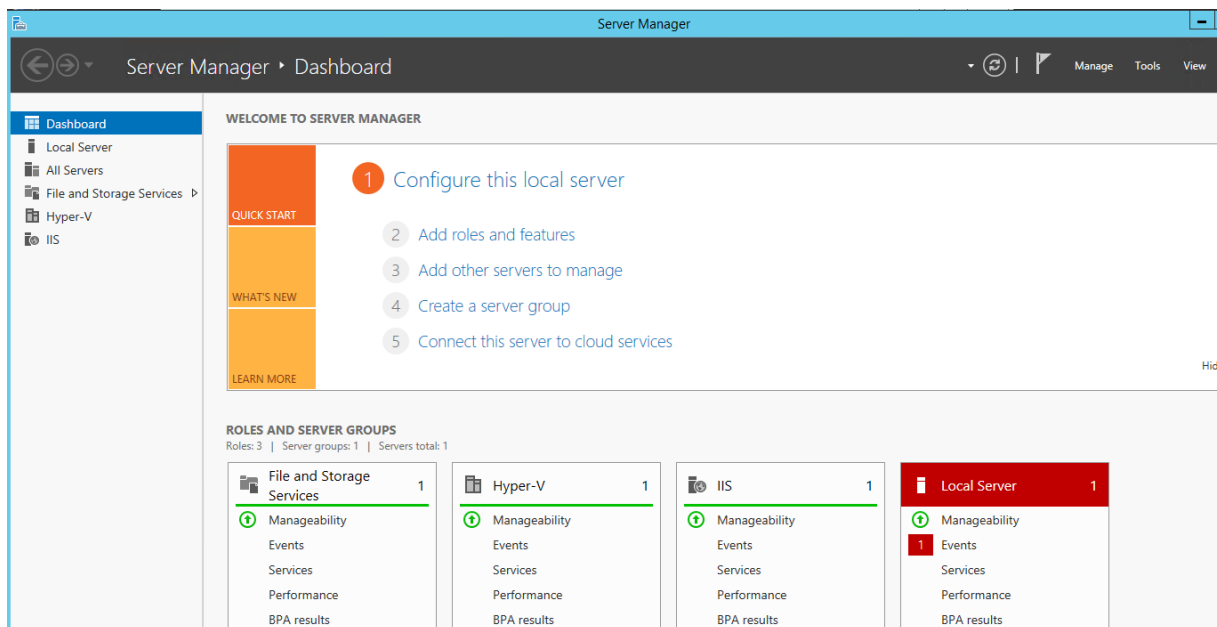


before starting, download the vhdx file that you will use later to create the virtual machine: https://downloads-audiocodes.s3.eu-central-1.amazonaws.com/Fax_IVR/2019+Hyper-V/Fax_IVR_WS2019.vhdx

To add the Fax application to the OSN module:

1. Connect to the OSN module using a Remote Desktop Connection (**Start > Remote Desktop Connection**).
2. On the Remote Desktop Connection screen, click the **Server Manager** icon; the Server Manager opens:

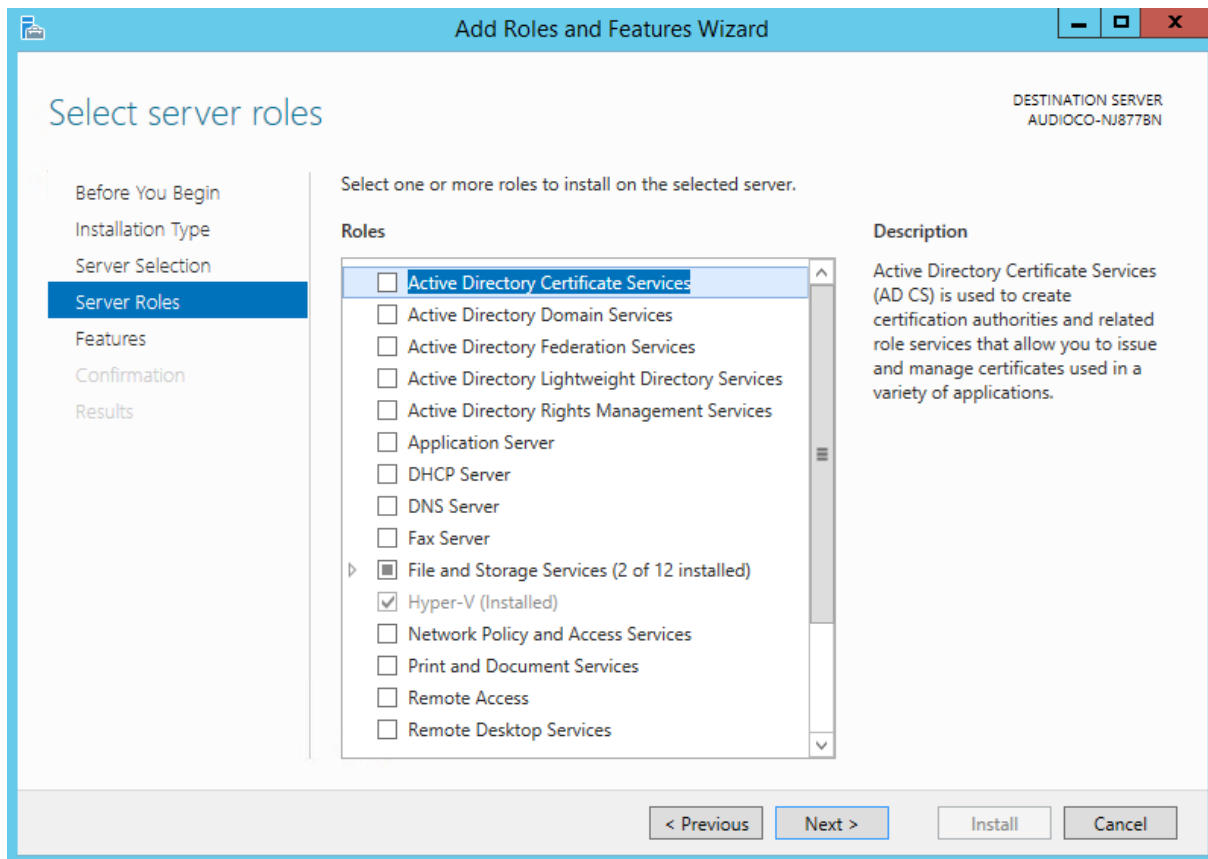
Figure 3: Server Manager



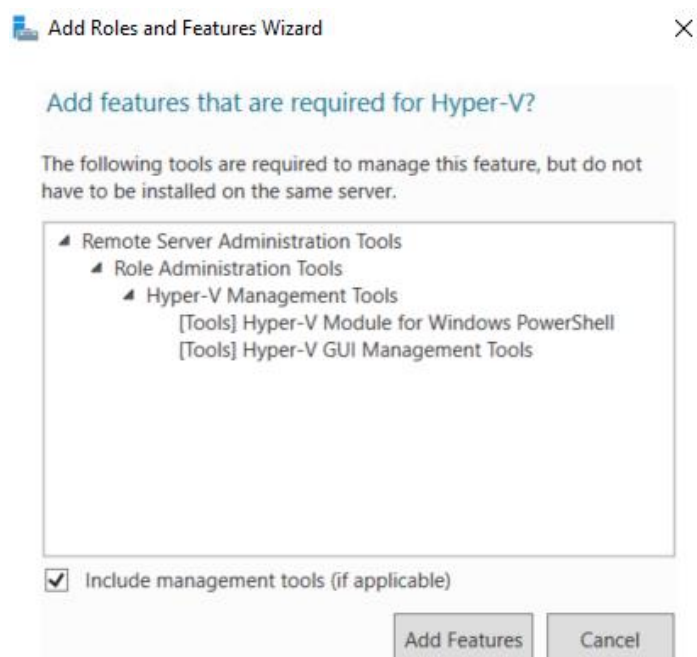
3. In the Navigation tree, select the **Roles** menu option; the Roles pane opens.

4. In the Roles pane, click **Add Roles**; the Add Roles Wizard opens:

Figure 4: Add Roles Wizard - Select Server Roles



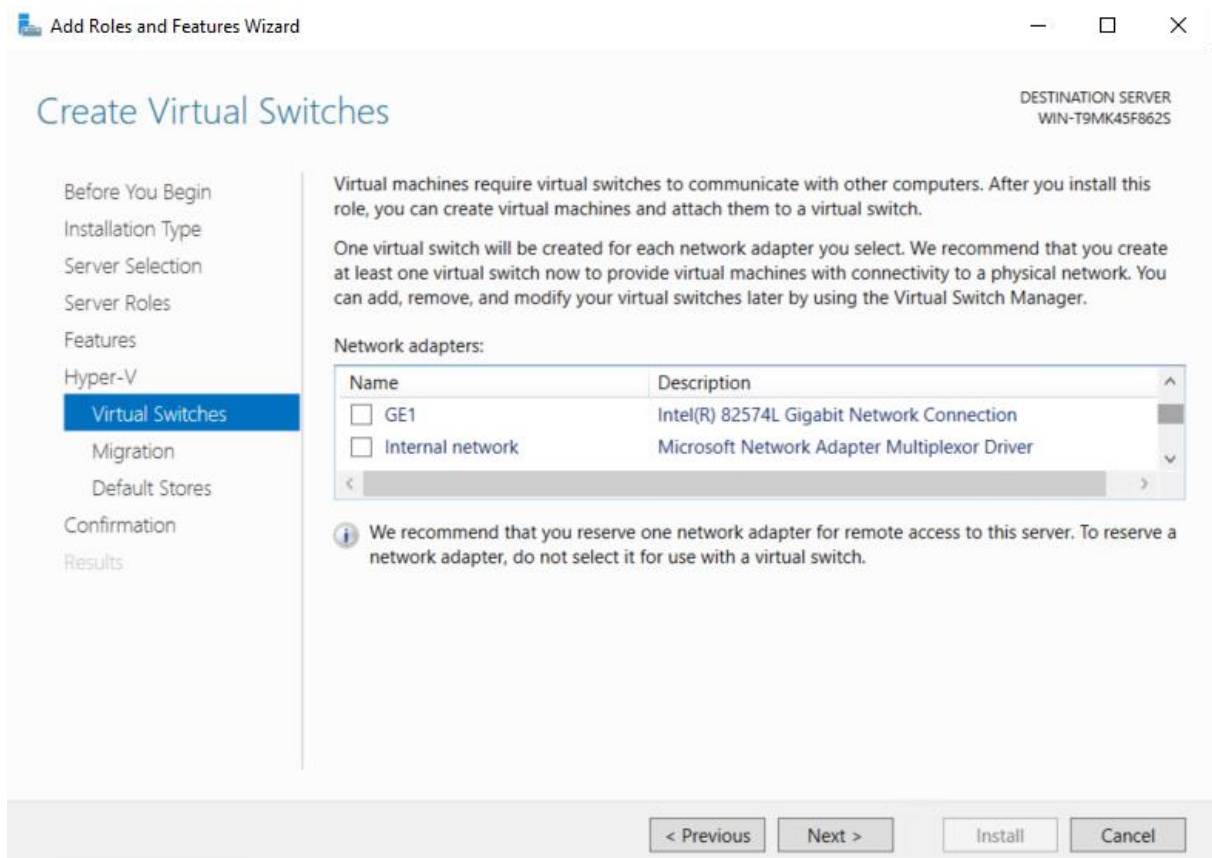
5. In the **Roles** list, select the **Hyper-V** check box.
6. Click **Next**; the Add Roles and Features Wizard opens.



7. Click **Add Features**.

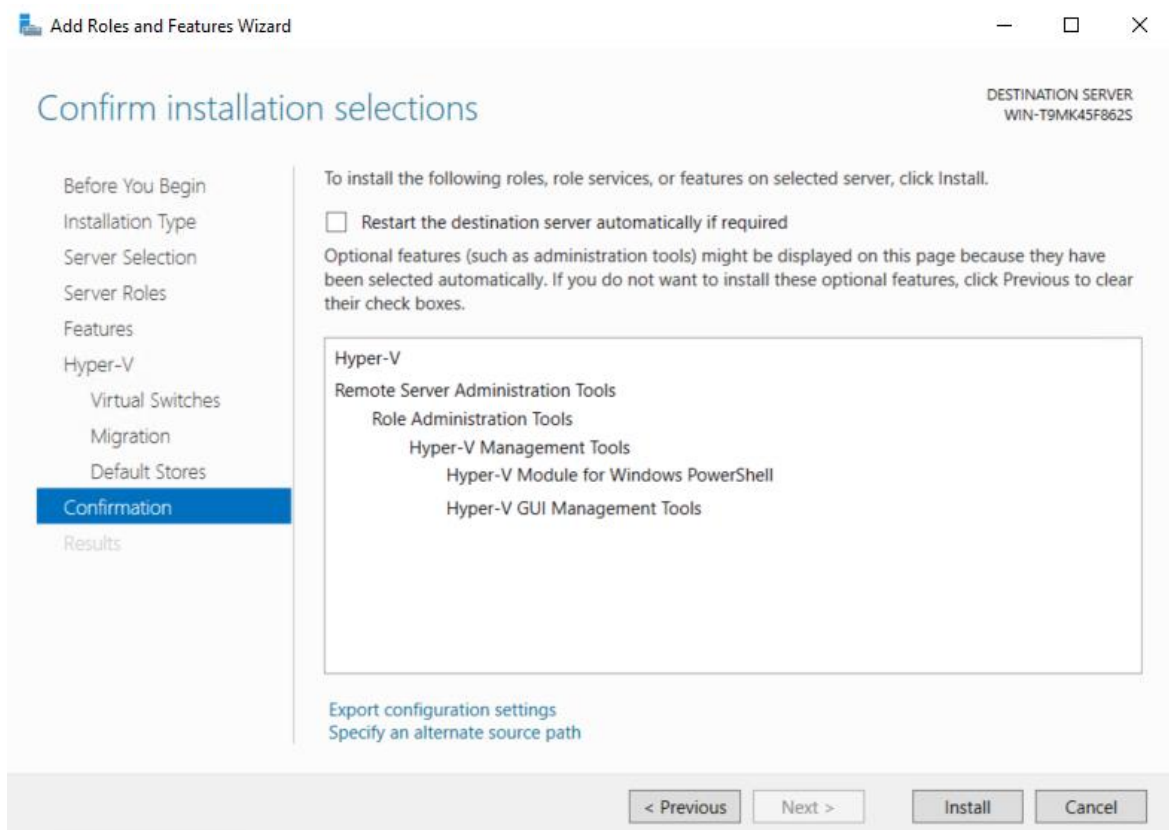
8. Click **Next**; the Create Virtual Networks screen is displayed.

Figure 5: Add Roles Wizard - Create Virtual Networks



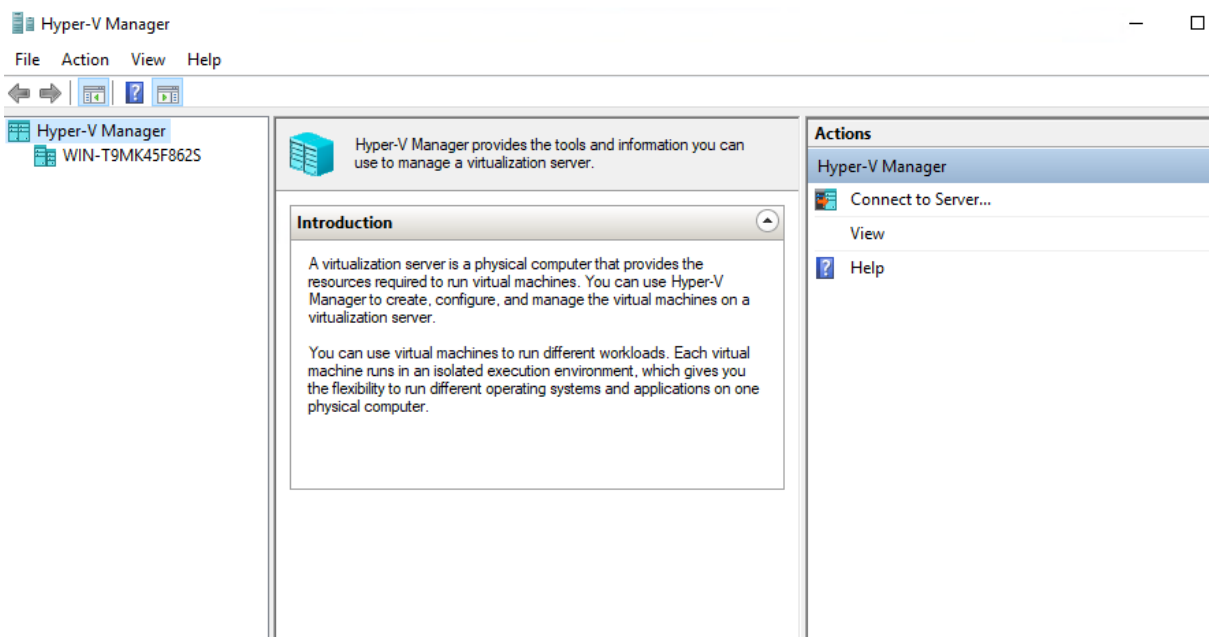
9. Select the appropriate Network Adapter (the Adapter used by the SBA and connected to the network), and then click **Next**; the Confirm Installation Selections screen opens.

10. Click **Install**; the Installation Results screen opens.



11. Click **Close** and restart the Fax server.
12. Click **Start > Administrative Tools > Hyper-V Manager**; the Hyper-V Manager screen opens.

Figure 6: Hyper-V Manager



13. In the Actions pane, click **New > Virtual Machine**; the New Virtual Machine Wizard screen opens.

14. Click **Next**; the Specify Name and Location screen opens.

Figure 7: New Virtual Machine Wizard - Specify Name and Location

New Virtual Machine Wizard

Specify Name and Location

Before You Begin
Specify Name and Location
Specify Generation
Assign Memory
Configure Networking
Connect Virtual Hard Disk
Installation Options
Summary

Choose a name and location for this virtual machine.


The name is displayed in Hyper-V Manager. We recommend that you use a name that helps you easily identify this virtual machine, such as the name of the guest operating system or workload.

Name:

You can create a folder or use an existing folder to store the virtual machine. If you don't select a folder, the virtual machine is stored in the default folder configured for this server.

☐ Store the virtual machine in a different location

Location:

 If you plan to take checkpoints of this virtual machine, select a location that has enough free space. Checkpoints include virtual machine data and may require a large amount of space.

< Previous **Next >** Finish Cancel

15. In the 'Name' field, enter **Fax Server** as the name for your virtual machine.

16. Click **Next** and select Specify generation; the Assign Memory screen opens.

Specify generation

Specify Generation

Before You Begin
Specify Name and Location
Specify Generation
Assign Memory
Configure Networking
Connect Virtual Hard Disk
Installation Options
Summary

Choose the generation of this virtual machine.

☒ Generation 1
This virtual machine generation supports 32-bit and 64-bit guest operating systems and provides virtual hardware which has been available in all previous versions of Hyper-V.

☐ Generation 2
This virtual machine generation provides support for newer virtualization features, has UEFI-based firmware, and requires a supported 64-bit guest operating system.

⚠ Once a virtual machine has been created, you cannot change its generation.

[More about virtual machine generation support](#)

< Previous **Next >** Finish Cancel

17. Select a generation of the virtual machine, and click **Next**; the Assign Memory screen opens.

Assign Memory

Before You Begin
Specify Name and Location
Specify Generation
Assign Memory
Configure Networking
Connect Virtual Hard Disk
Installation Options
Summary

Specify the amount of memory to allocate to this virtual machine. You can specify an amount from 32 MB through 12582912 MB. To improve performance, specify more than the minimum amount recommended for the operating system.

Startup memory: MB

☐ Use Dynamic Memory for this virtual machine.

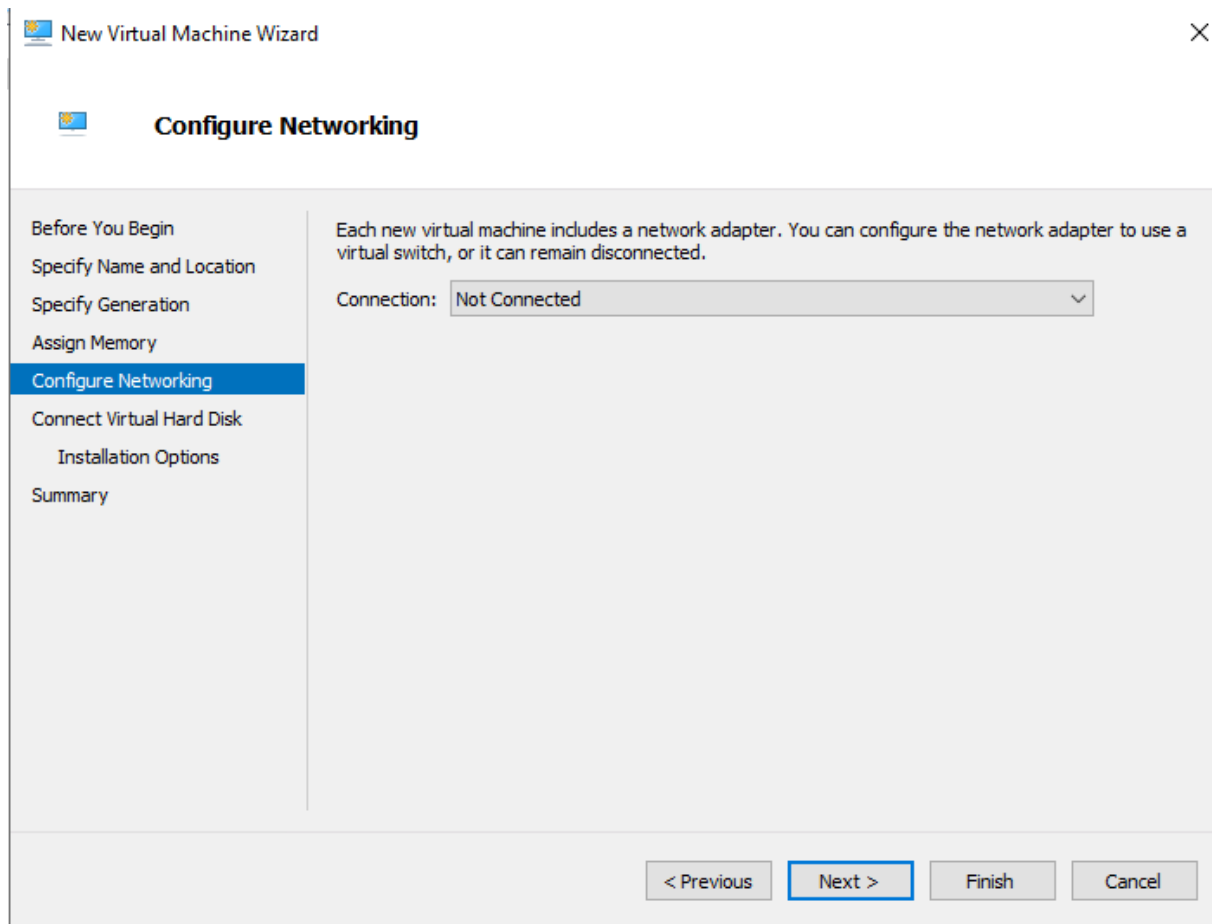
ℹ When you decide how much memory to assign to a virtual machine, consider how you intend to use the virtual machine and the operating system that it will run.

< Previous **Next >** Finish Cancel

18. In the 'Memory' field, enter **4096** MB (assuming your machine has a total memory of 8 GB or more), or **2048** MB (assuming your machine has a total memory of 4 GB), or **750** MB (assuming your machine has a total memory of 2 GB).

19. Click **Next**; the Configure Networking screen opens.

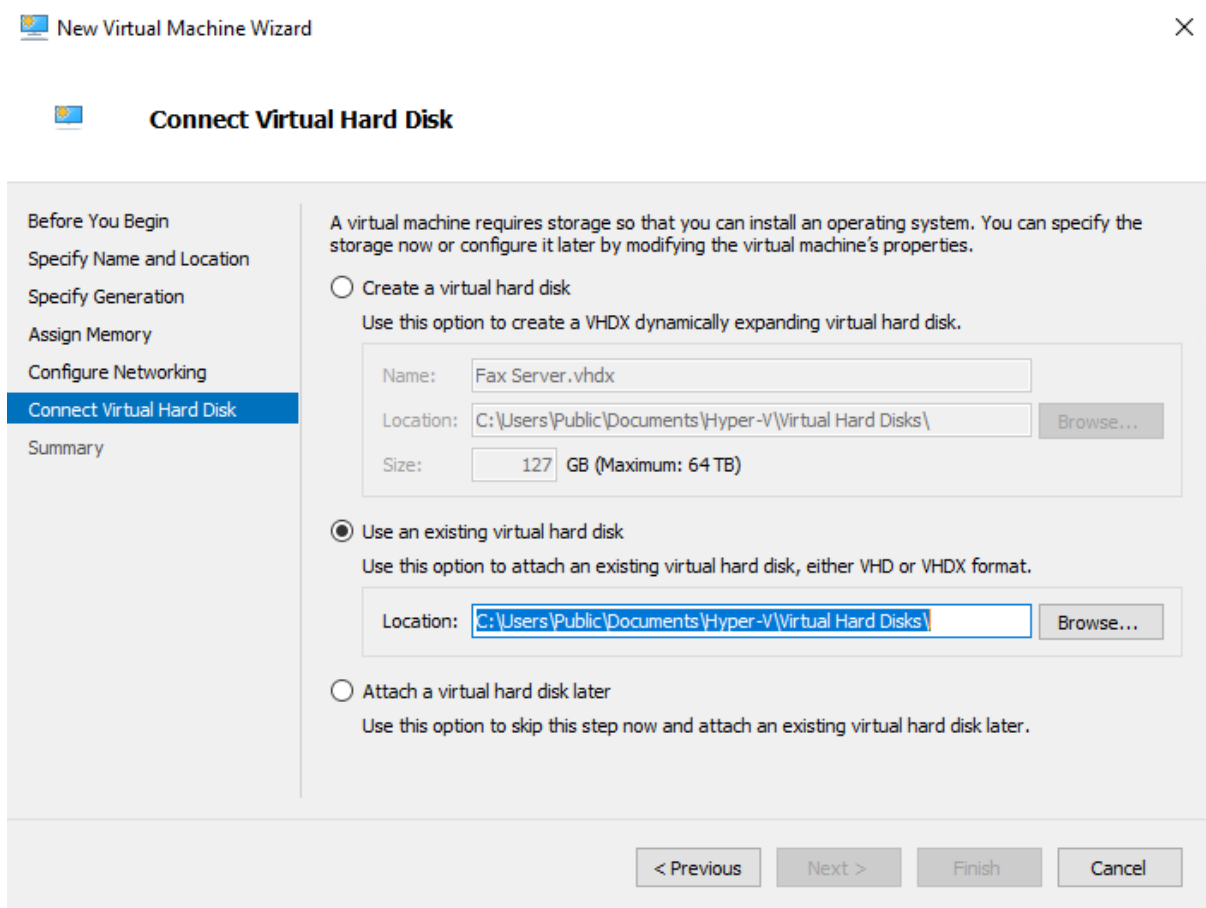
Figure 8: New Virtual Machine Wizard - Configure Networking



20. In the 'Connection' field, select the required network adapter.

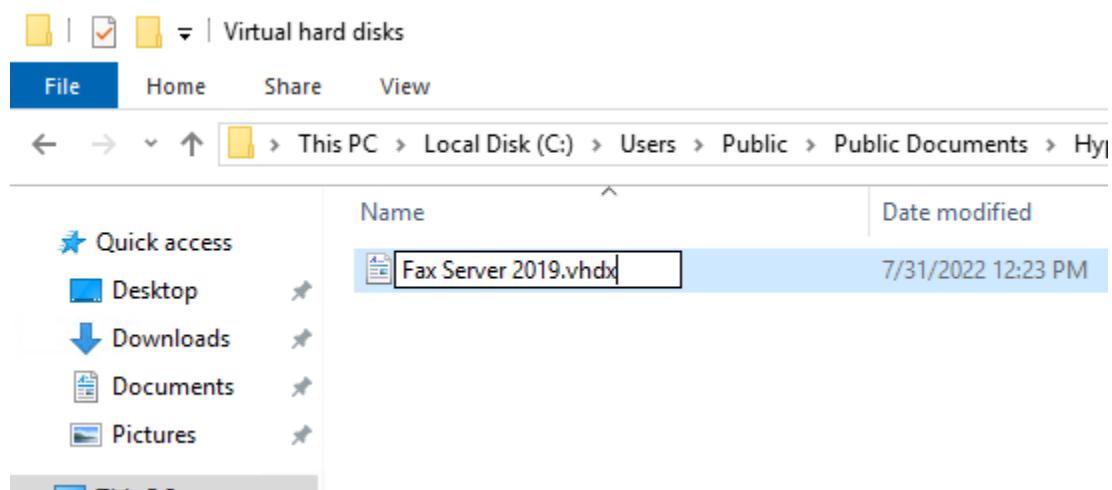
21. Click **Next**; the Connect Virtual Hard Disk screen opens.

Figure 9: New Virtual Machine Wizard - Connect Virtual Hard Disk



22. Click the **Use an existing virtual hard disk** option.
23. Click **Browse...**, and then navigate to the location of the vhd file; The Open screen is displayed.

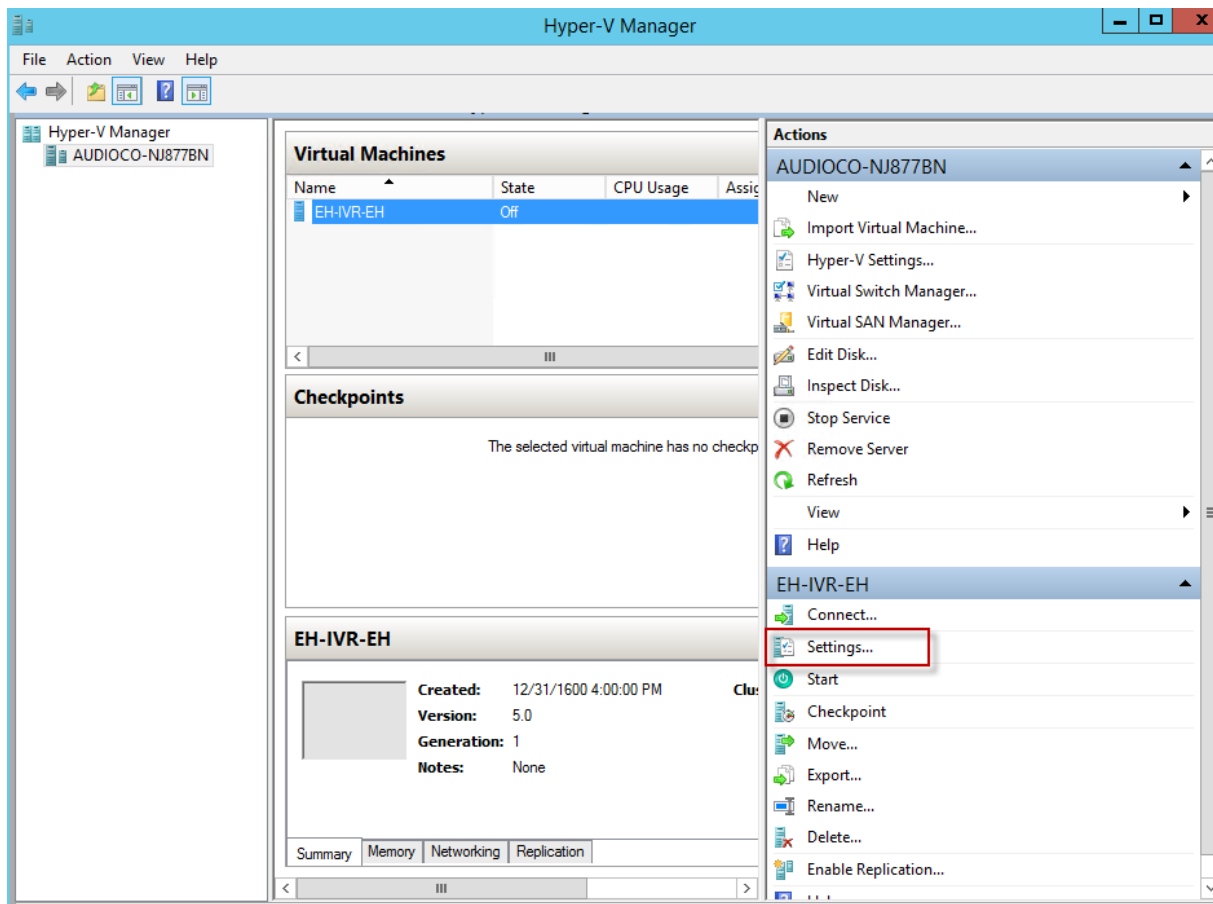
Figure 10: New Virtual Machine Wizard - Open



24. Select the Fax VHD file, and then click **Open**; the Connect Virtual Hard Disk screen is displayed.

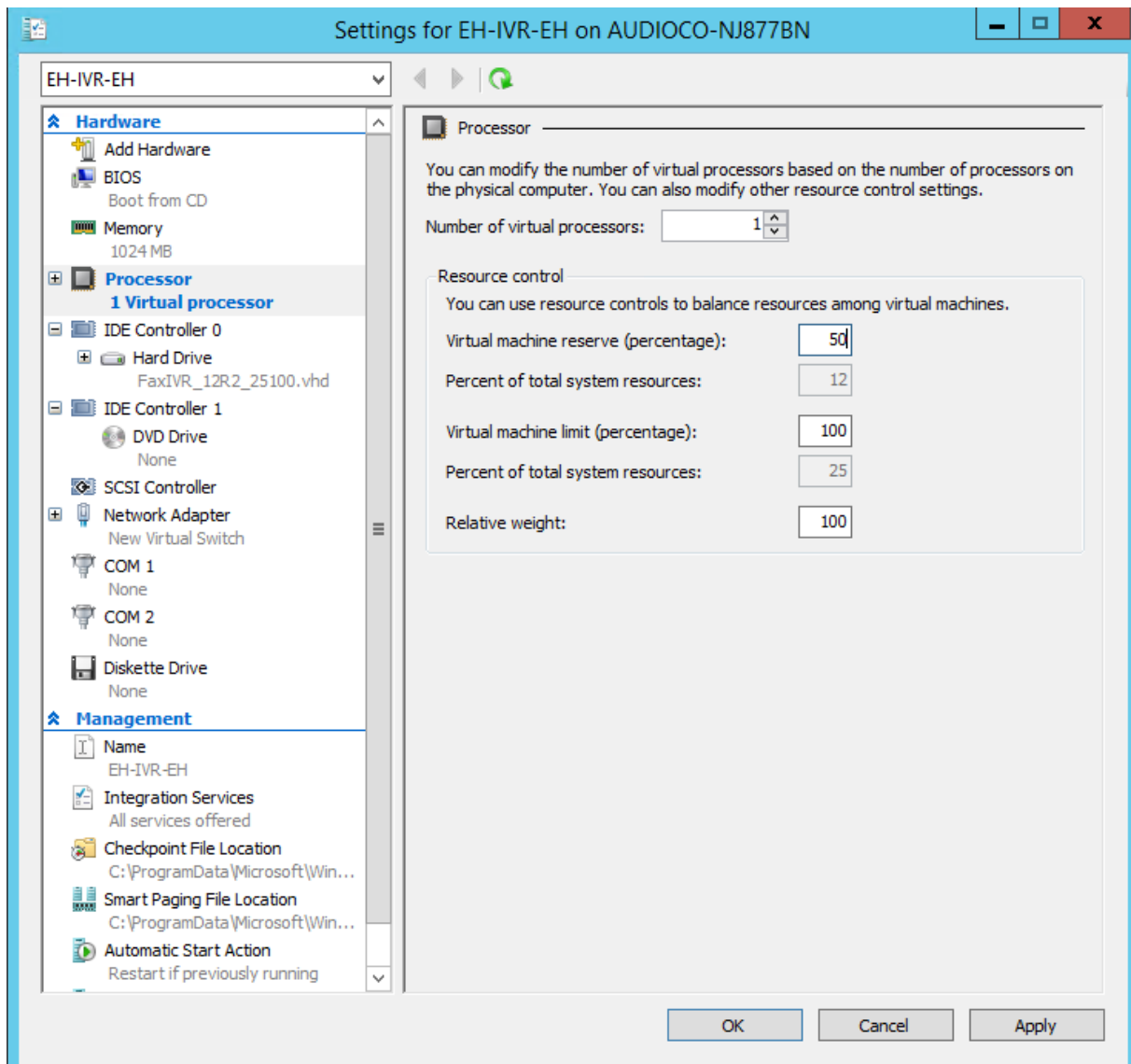
25. Click **Next**; the Completing the New Virtual Machine Wizard screen is displayed.
26. Click **Finish**; the Hyper-V Manager screen is displayed, indicating that the Virtual Machine is running.

Figure 11: Hyper-V Manager



27. In the **Fax Actions** pane, select **Settings**; the Settings for Fax on SBA screen opens.

Figure 12: Processor Settings



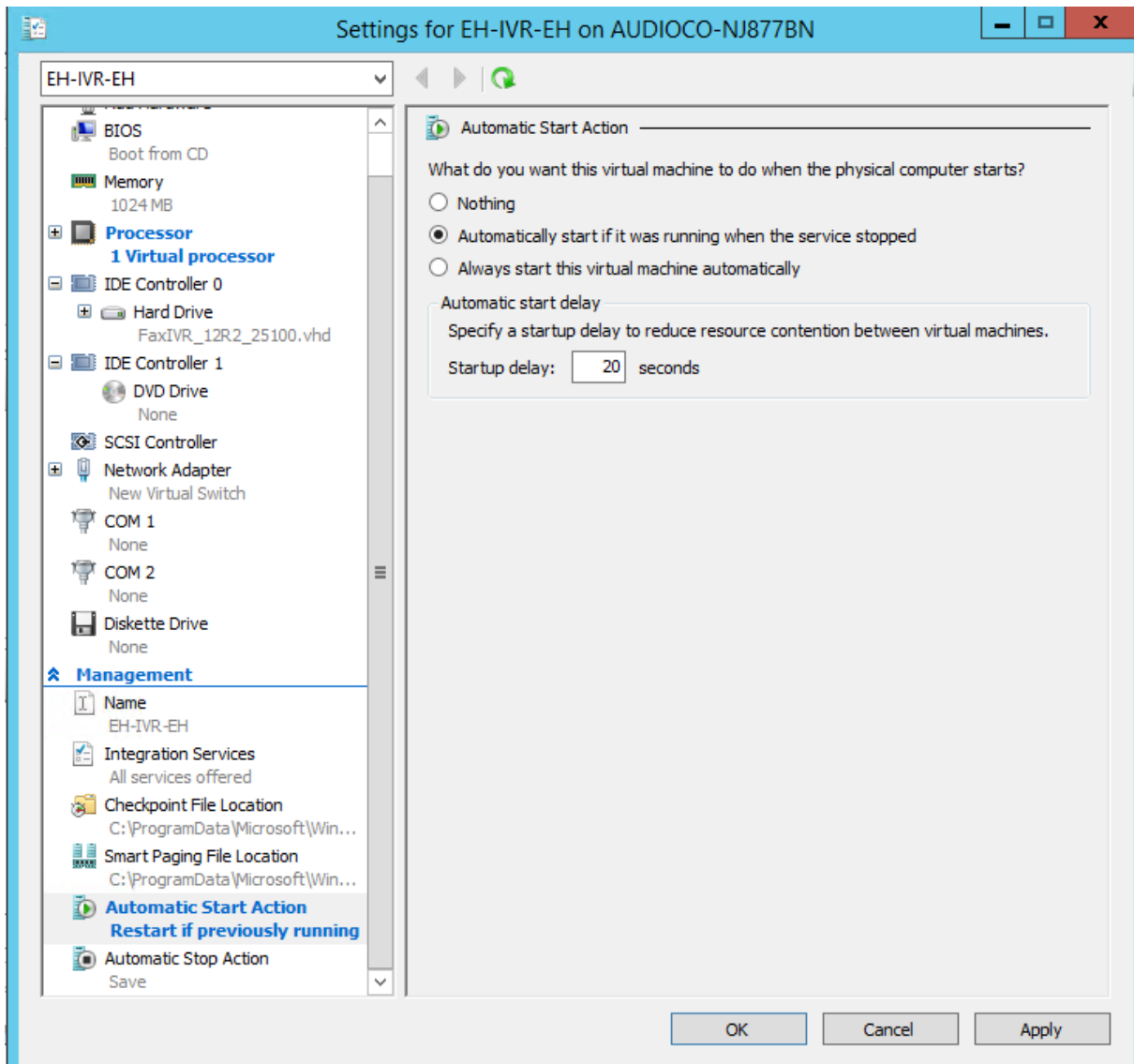
28. In the Hardware tree, select **Processor**.
29. Configure the following parameters:
- Set 'Number of logical processors' according to the following table:

HW Platform	Number of Logical Processors
ES	2
EO	2

- Set 'Virtual machine reserve' to **50**.
 - Set 'Virtual machine limit' to **100**.
30. Click **OK**.

31. In the Management tree, select the **Automatic Start Action Always start** option; the Automatic Start Action screen opens.

Figure 13: Automatic Start Action



32. Select the **Always Start this virtual machine automatically** option.
33. In the 'Startup delay' field, enter **20** seconds.
34. Click **Apply**, and then click **OK**.
35. Start the Fax server virtual server.

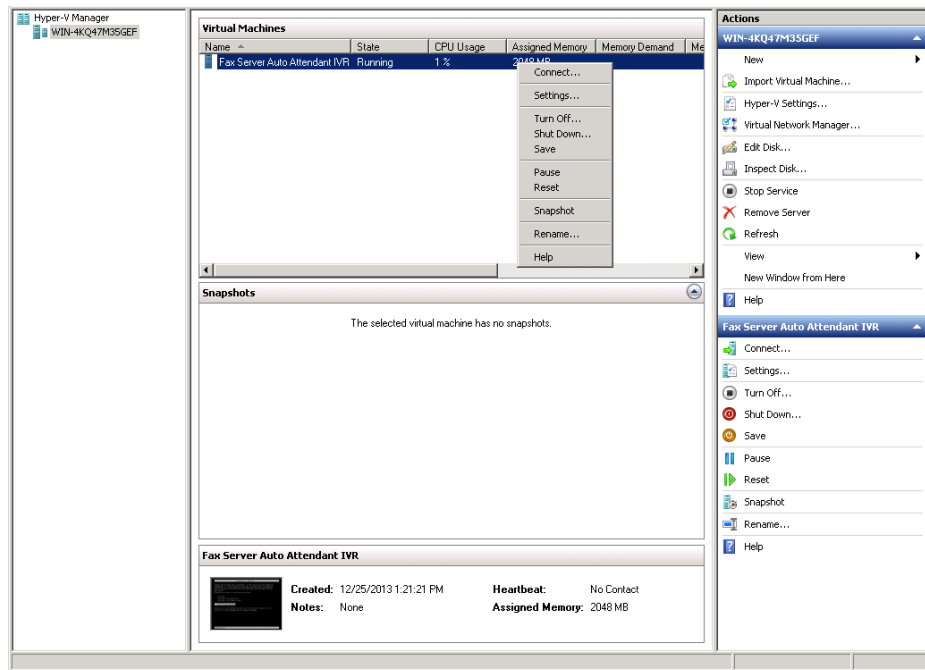
2.4 Obtaining the IP Address of the Virtual Machine

The procedure below shows how to determine the IP address of the newly created Fax virtual machine. After obtaining it, you can connect directly to the virtual machine via the remote desktop, and then perform the Fax installation.

To determine the IP address of the Fax virtual machine:

1. In the Hyper-V Manager, in the **Virtual Machines** table, right-click the newly created **Fax** virtual machine entry.
2. From the shortcut menu, choose **Connect**.

Figure 14: Hyper-V Manager – Fax



The Fax on the Local Host screen opens.

3. In the Actions bar (upper left corner), click the **Ctrl+Alt+Del** button; the Administrator Login screen opens.
4. In the 'Password' field, enter "Pass123", and then click the arrow button; the Windows desktop appears.
5. Press the Windows key + R, or click the magnifying glass (lower left of Windows desktop); the Run dialog opens.
6. In the 'Open' field, enter **cmd**, and then click **OK**; the Administrator screen opens.
7. At the DOS prompt, enter **ipconfig**, and then press **Enter**; the IP address appears on the screen:
8. Note this IP address to use when connecting to the Fax virtual machine via the Remote Desktop as a local administrator when installing the Fax application (see Chapter 3 on page 18).

3 Installing the Fax Server

The procedure below shows how to install the Fax server. The following describes the sequence of actions required to perform this procedure:

1. Installing the Fax server (see Section 3.1 on page 18)
2. Setting up the Gateway with Fax Detection (see Section 3.2 on page 27)
3. Configuring the Fax server's Ports (see Section 3.3 on page 30)
4. Configuring LDAP settings (see Section 3.4 on page 30)
5. Activating the Fax server license (see Section 3.5 on page 30)
6. Setting the Neevia license (see Section 3.6 on page 32)

3.1 Installing the Fax Server

The procedure below shows how to install the Fax server. Perform the installation with a user who has Administrator permissions on the local server.

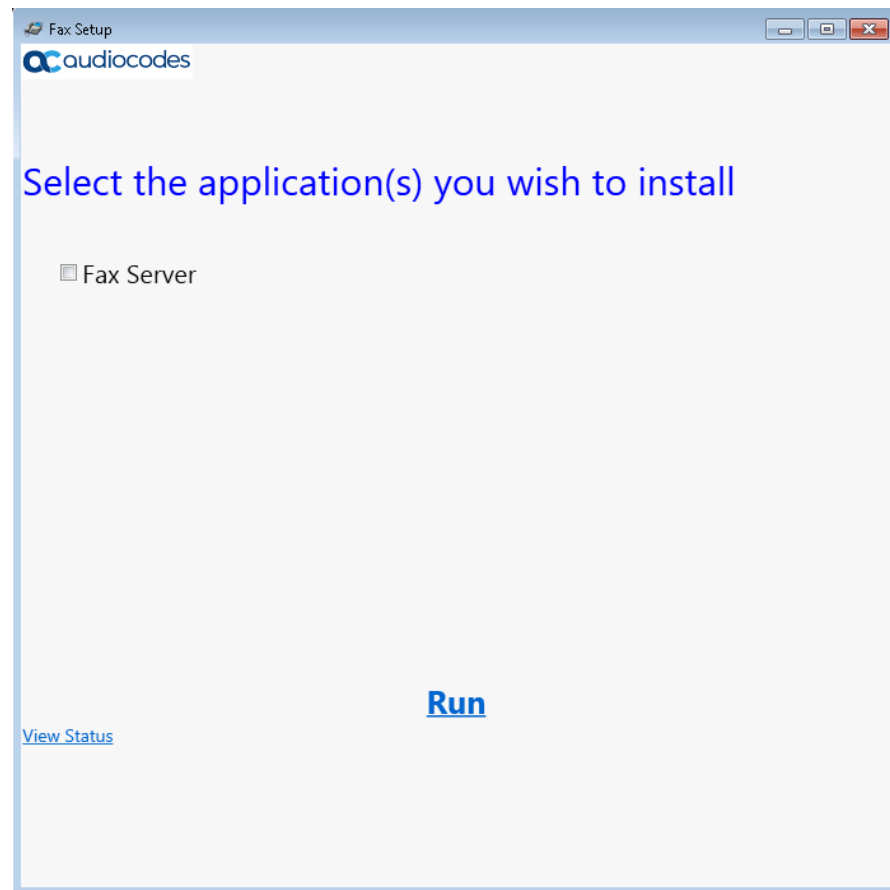


For Email to Fax requirements, you first need to install Google Chrome which is used to convert HTML pages to TIFF format. The cover page is an HTML file.

To install the Fax server:

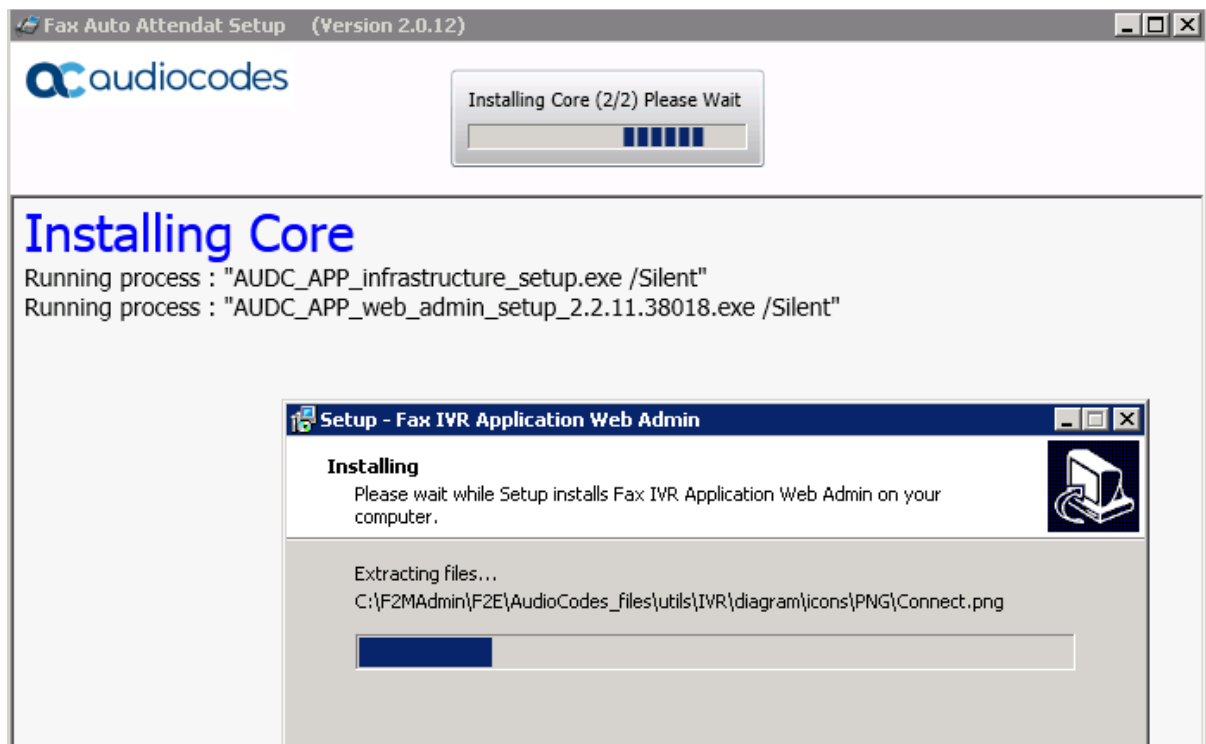
1. Run *fax_att_setup* located in C:\Fax_Att_Setup; the setup screen opens:

Figure 15: Setup - Fax Server



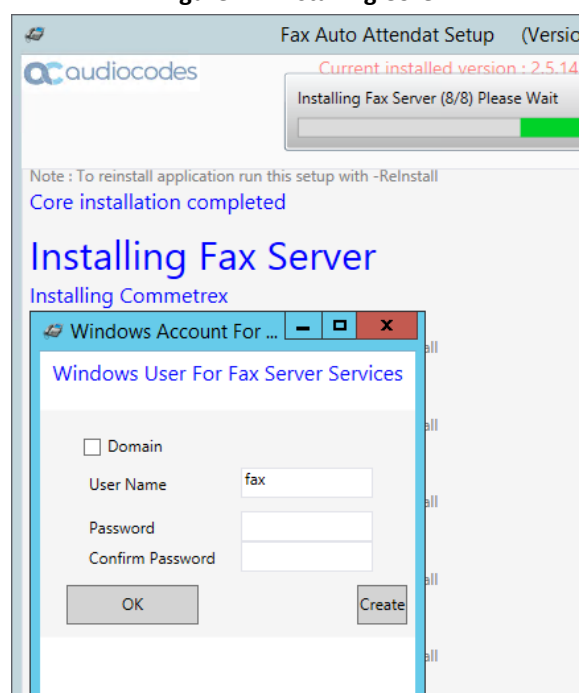
2. Select the 'Fax Server' check box, and then click **Run** to continue; the following screen appears:

Figure 16: Setup - Fax Server Installation



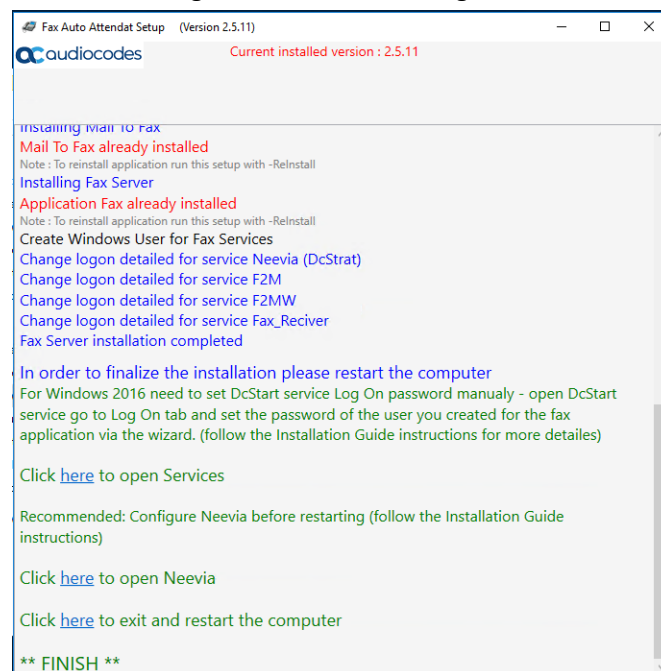
3. Create a new local Windows user. The installation requires a username and password to create a new local Windows user that will be used to assign specific credentials for Fax server's services (The created user will be a member of the local administrators group).
4. A domain user can be used as well – the domain user must have local administrators' credentials. A Domain user is needed in case the Send the Fax to Printer option is used.

Figure 17: Installing Core



5. When the installation completes, the following screen appears:

Figure 18: Installation Progress

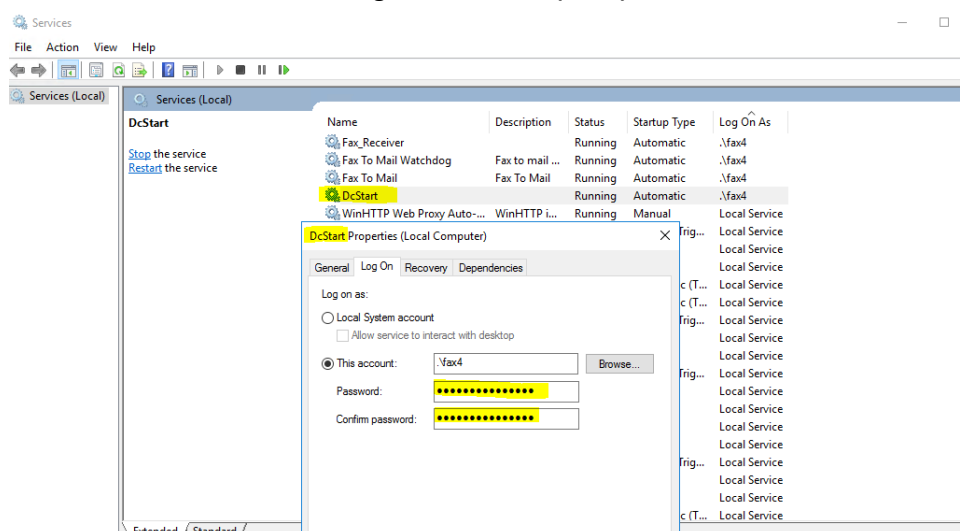


- For Windows 2016, set the DcStart service password manually.
- It is recommended to configure the Neevia Document Converter *before* restarting the computer.
- If you click to exit and restart, then you should re-open Neevia with the application's icon on the desktop.

6. For Windows 2016 Only:

7. Open Services dialog and open the DcStart service and select the **Log On** tab.

Figure 19: Service (Local)



8. Enter the password of the user created for the fax service user via the wizard in step 3 and click **OK**.
9. Click the here link to open Neevia.

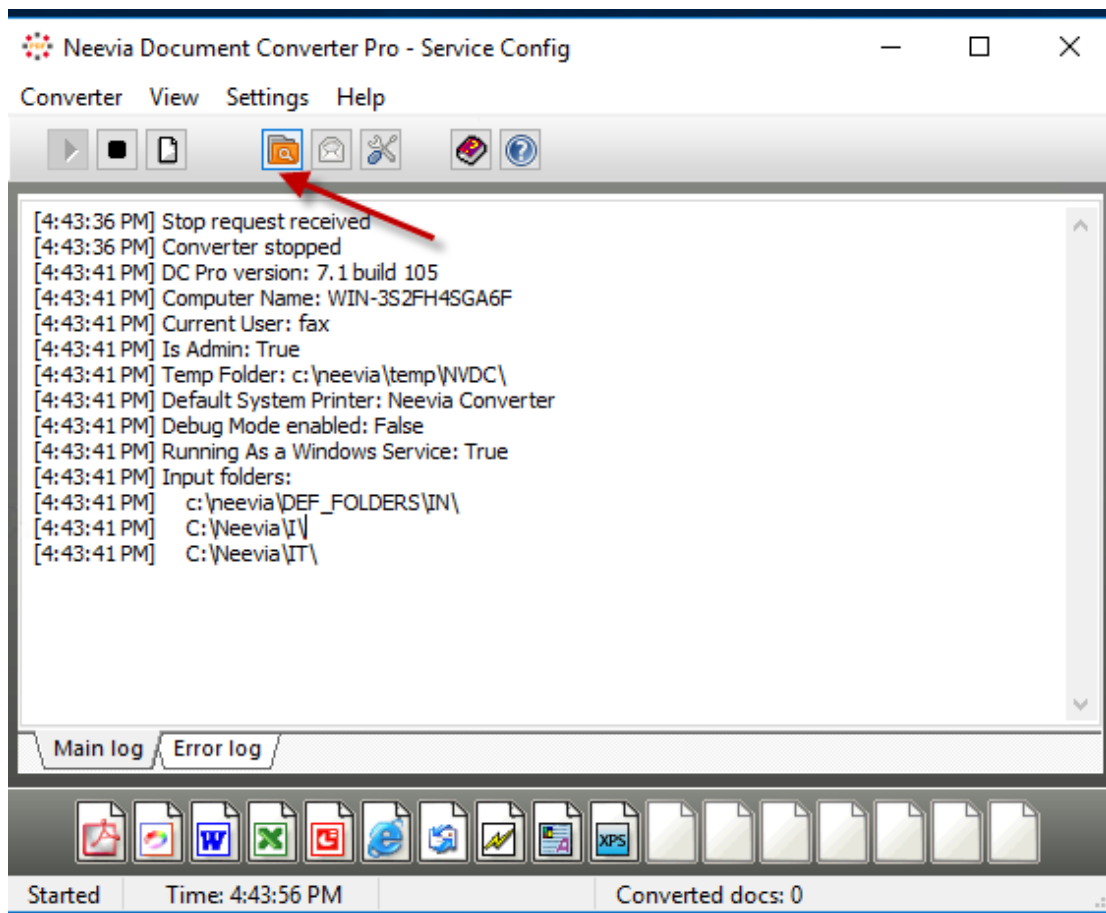


- By default, the Neevia Converter supports 'pdf', 'txt' and 'html' files. If you need to add support for other file types, then you have to install the required compatible software, e.g., Microsoft Word for .docx file, Microsoft Excel for .xlsx file etc. Use the **Auto-Detect Installed Parsers** button to enable parsers.
- In case you have installed Microsoft Office 2013 or Office 2016 (Word, Excel, PowerPoint), follow the instructions detailed on page 45.
- The installation of Microsoft Office should be performed by the local administrator user.

To change output settings:

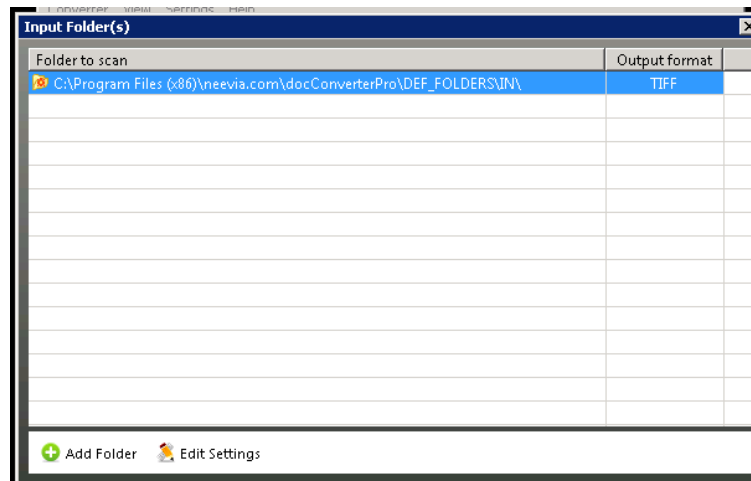
1. In Neevia Converter Pro, click the **Settings** tab.

Figure 20: Neevia Document Converter Pro - Settings - Folders...



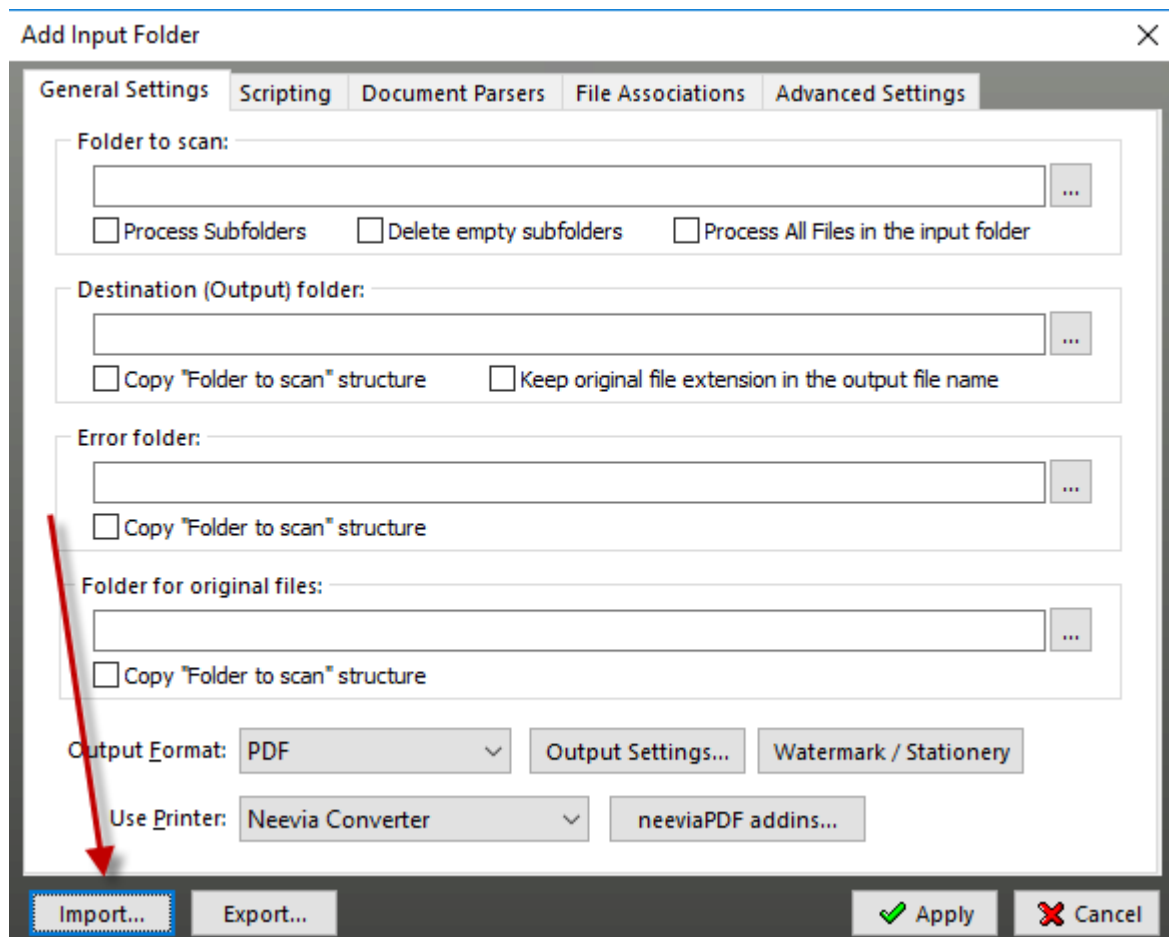
2. From the menu choose the **Folders...** option.

Figure 21: Neevia Document Converter Pro - Input Folder

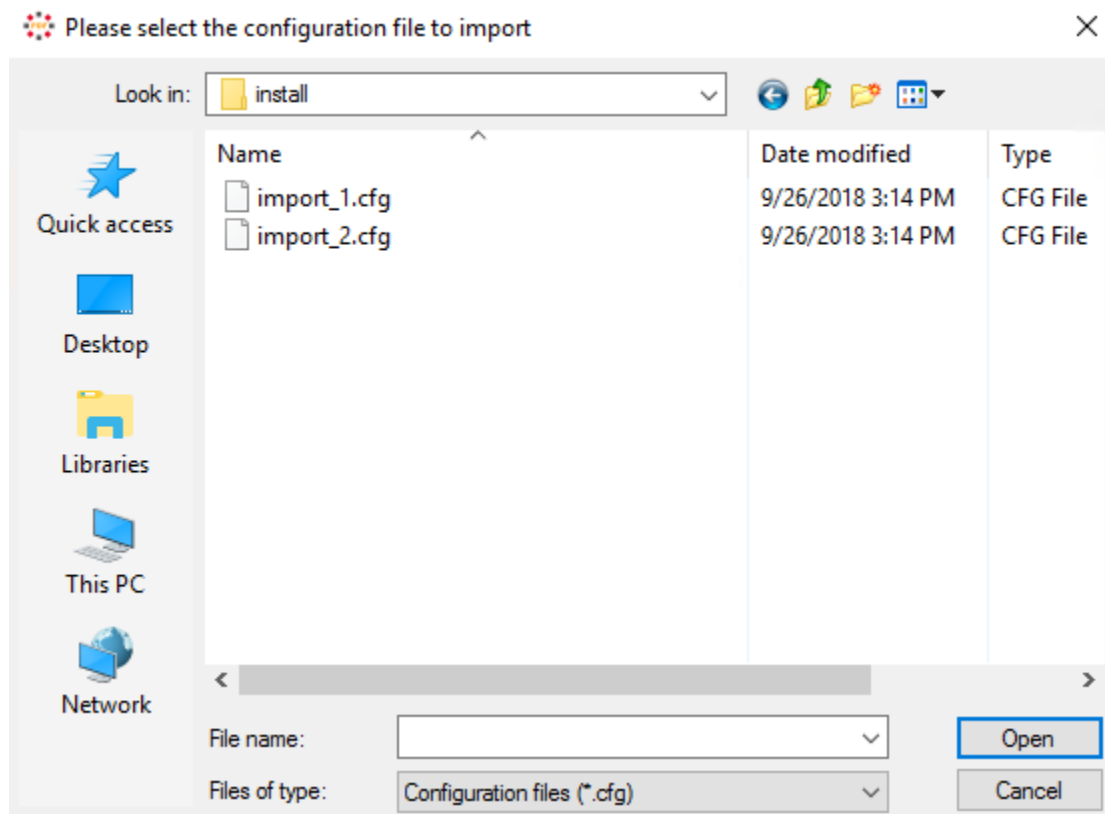


3. Double-click the folder displayed; the Edit Input Folder Settings screen is displayed.

Figure 22: Neevia Document Converter Pro - Edit



4. Click the **Import...** button.

Figure 23: Neevia Document Converter Pro - Import Configuration File

5. Navigate to the path of the configuration files directory - C:\F2MAdmin\install.
6. Select the 'Import_1.cfg' check box, and then click **Open**.
7. Click **Apply**.
8. In the Input Folder(s) screen, click **Add Folder**.
9. Click **Import**.
10. Select the 'Import_2.cfg' check box, and then click **Open**.
11. Click **Apply**.

To restart the computer:

1. Click the [here](#) link to exit and restart the computer.
2. After the computer restarts, open Remote Desktop Connection, and then connect to the server. The server will run a short script to finalize the installation.



Do not stop this script.

Figure 24: Restart Services

```
C:\Windows\system32\cmd.exe
C:\Windows\system32>"C:\Program Files (x86)\Connetrex\otf\bin\otf_set_ip.exe"
current user is Administrator
Host Name = W2008R2-ERAN

***** WARNING *****
Detect more then one IP

    1      fe80::a50d:5188:24dc:a39b%12
    2      10.21.10.7

Get IP Address 10.21.10.7
Start Service "BladeWare" .
service status is now Running.

Wait for service running ...
The "BladeWare" service status is now set to Running.
Run process : "AddProfile -f sip_rsm_profile_cti2.cfg sip_profile config"
Lexer: EOF found. KvsParserrestart. yyterminate.
Updating the existing profile.
Lexer: EOF found. KvsParserrestart. yyterminate.
Exit.
Restart services .

Stop service "BladeWare"...
service status is now Running.

Wait for service stoped ...
The "BladeWare" service status is now set to Stopped.

Stop service "Fax_Receiver"...
service status is now Stopped.

Wait for service stoped ...
The "Fax_Receiver" service status is now set to Stopped.

Start Service "BladeWare" .
service status is now Stopped.

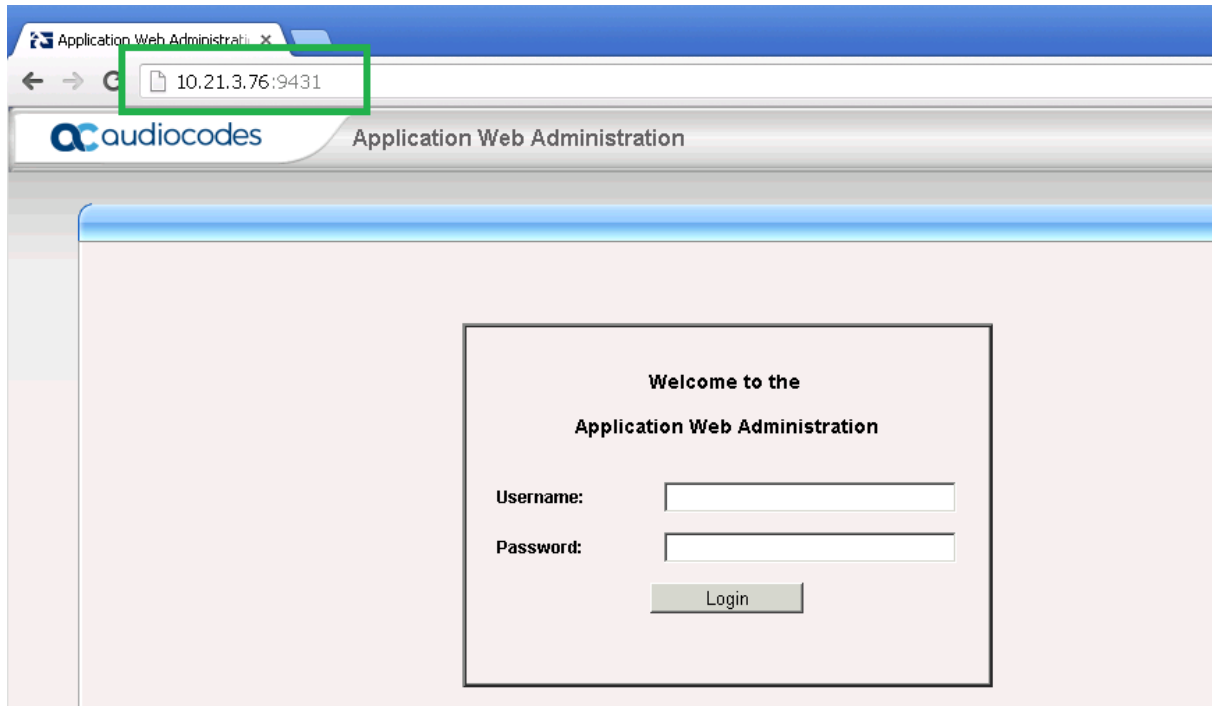
Wait for service running ...
```

3. Log out and re-log in with the local user that was created for the fax service during the installation. If Microsoft Office is installed, you need to open all Microsoft Office applications once to verify that the fax user can open all the installed Office applications.
4. Open the web browser http://Server_IP:8090. If you cannot connect, try to connect to Port 9431.



You must use a browser that supports HTML 5 (Internet Explorer 10 or higher).

Figure 25: Welcome to the Application Web Administration



5. The installation is now complete. You're directed to the Fax Server Web Admin, at port **8090**.



The Fax server uses port 8090 while the standard port 80 is used by another application that is installed on the same server.

6. Enter Username (Default = **Admin**) and Password (Default = **Admin**) and click **Login**; the Welcome screen is displayed:

Figure 26: Fax Server Web Administration - Welcome

Before you start please fill this form and click submit:	
SMTP Server	10.13.2.20
SMTP Port	25
SMTP Use Default Credentials	<input type="checkbox"/>
SMTP Enable SSL	<input type="checkbox"/>
SMTP User Name	
SMTP Password	
Default Email	
From Email Address	
Default SIP Gateway IP	1.1.1.1
Default Gateway Port	
Fax ID	
Max Fax Recipients	10
Add Cover Page	<input checked="" type="checkbox"/>
Archive	<input checked="" type="checkbox"/>

7. Configure the parameters using the descriptions in [Table 4](#) as reference.

Table 4: Welcome Settings

Parameter	Description
SMTP Server	Enter the IP of the SMTP server. The system uses the external mail (SMTP) server for sending mail, therefore you need to assign mail server properties.
SMTP Port	Enter the port number of the SMTP.
SMTP Use Default Credentials	Gets or sets a Boolean value that controls whether the Default Credentials are sent with requests.
SMTP Enable SSL	Specify whether the SmtpClient uses Secure Sockets Layer (SSL) to encrypt the connection.
SMTP User Name	SMTP server credential user name. This field is optional. It is required if the external mail (SMTP) server requires user credentials.
SMTP Password	SMTP server credential password. This field is optional. It is required if the external mail (SMTP) server requires user credentials
Default Email	When faxes are received, the system checks for the DN number either in the internal table or via the LDAP request. If the email of an incoming fax number is not configured – the fax will be sent to the default email address.
From Email Address	The From Email address of the sent email.
Default SIP Gateway IP	This is the IP address of the VoIP gateway. The system will send faxes to this gateway according to the outgoing rules.
Fax ID	The fax ID that the fax sender will see on his fax machine as the fax number destination.
Max Fax Recipients	Maximum number of fax recipients in which to send.
Add Cover Page	Check the Add Cover Page box to add default cover page template to the fax
Archive	Check the Archive box to make the system archiving the outgoing and incoming faxes

8. Click **Submit**.
9. To activate the Fax server license, see [Section 3.5](#).
10. Configure your computer as follows:
 - a. Open Control Panel > Devices and Printers.
 - b. Right-click **Neevia Converter** and choose **Printer Properties**.
 - c. Click the **Advanced** tab and clear 'Enable advanced printing features' and 'Neevia ShellPrintPDF'.
 - d. Set the Neevia printer as the default printer.
 - e. Restart the computer.
11. The installation is now complete. You can now log in to the system. Refer to the *Fax Server Administrator's Guide* for detailed information.



It is mandatory to configure fields 'SMTP Server' and 'Default Email'. If these fields are left un-configured, the Fax Server service will not start. See [Appendix A](#) on page [37](#) for instructions on how to configure the Exchange SMTP Connector.

3.2 Setting up Fax Detection on AudioCodes' Gateway

The procedure below show how to set up the AudioCodes Gateway with Fax Detection and Fax Reroute.

3.2.1 How Fax Detection and Fax Reroute Work

The Fax Detection and Fax Reroute mechanisms operate as described in the event sequence below:

1. The Skype for Business or enterprise IP PBX receives a new call which is routed to a specific user according to its destination number.
2. The user picks up the phone as a regular call or the call is transferred to the user's VOICEMAIL system when the user is unavailable.
3. The called party starts a fax transmission (i.e., plays the CNG tones).
4. The AudioCodes gateway monitors the call and when a fax is detected, it redirects the call to the Fax server with the user's extension number. The call at the user's side is disconnected at this stage.
5. The Fax server receives the new fax call with the user extension number and starts the fax receiving.

3.2.2 Configuring Fax Detection and Fax Reroute

The procedure below shows how to configure Fax Detection and Fax Reroute.



This procedure applies to the Mediant 1000 Gateway and E-SBC and the Mediant 800 Gateway and E-SBC version 6.2 and later.

To configure Fax Detection and Fax Reroute:

1. Access the gateway's Web interface.
2. Select Full mode to see all available options.
3. Under the **Configuration** tab, access **VoIP > SIP Definitions > General Parameters > Fax Signaling Method**, and then select **T.38 Relay**.
4. Under the **Configuration** tab, access **VoIP > SIP Definitions > Advanced Parameters > Enable Fax Re-Routing**, and then select **Enable**.
5. Under the **Configuration** tab, access **VoIP > Media > Fax/Modem/CID Settings > CNG Detector Mode**, and then select **Events Only**.
6. Configure the coders: Under the **Configuration** tab, access **VoIP > Coders and Profiles > Coders**; the following screen is displayed:

Figure 27: Coders Table

Coders Table				
Coder Name	Packetization Time	Rate	Payload Type	Silence Suppression
G.711A-law	20	64	8	Disabled
G.711U-law	20	64	0	Disabled



Use voice coders only. Do not add T.38 in the Coders Table.

7. Under the Configuration tab, access **VoIP > GW and IP to IP > Routing > Tel to IP Routing**, and then define a new rule as follows:
 - a. Tel to IP Routing Mode = Route calls before manipulation
 - b. Dest. Phone Prefix = FAX
 - c. Source Phone Prefix = *
 - d. Dest. IP Address = the IP address of the Fax server.
 - e. Port = 5060 (the port number of the Fax server application).

Figure 28: Outbound IP Routing Table

Outbound IP Routing Table										
Routing Index					Advanced Parameter List					
Tel To IP Routing Mode					Route calls before manipulation					
Src. Hunt Group ID	Dest. Phone Prefix	Source Phone Prefix	->	Dest. IP Address	Port	Transport Type	Dest. IP Group ID	Dest. SRD	IP Profile ID	Cost Group ID
1	1	FAX	*	10.21.3.76	5060	UDP	-1	-1	0	None
2	1	*	*	10.62.0.42	5060	UDP	-1	-1	0	None
3						Not Configured	-1			None



(Refer to the figure above)

- All fax and voice calls arrive from Hunt Group 1 (Trunk Group 1).
- The first line is for routing the fax to the Fax server.
- The second line is for routing all other calls to the Skype for Business or IP-PBX system.

8. Under the **Configuration** menu, access **VoIP > GW and IP to IP > Manipulations > Dest Number Tel > IP**, and then add a new rule as follows:
 - On the Rule tab:
 - ◆ Destination Prefix = FAX
 - ◆ Source Prefix = *
 - ◆ Source Trunk Group = assign the source trunk or IP group number

Figure 29: Adding a Rule

Rule	
Index	1
Destination Prefix	FAX
Source Prefix	*
Source Trunk Group	1
Source IP Group	-1
Destination IP Group	-1
<div> <div>Submit</div> <div>Cancel</div> </div>	

- On the **Action** tab:
 - ◆ **Stripped Digits From Left** = assign the stripped number according to your dial plan.

9. The minimum number is **3**, as you must strip the 'FAX' prefix first.

Figure 30: Adding a Rule - Action

<div>Rule</div> <div>Action</div>	
Index	1
Stripped Digits From Left	3
Stripped Digits From Right	0
Number of Digits to Leave	255
Prefix to Add	
Suffix to Add	
TON	Not Configured ▼
NPI	Not Configured ▼
Presentation	Not Configured ▼
<div>Submit</div> <div>Cancel</div>	

3.2.2.1 Fax Call Flow Sample

Original Call

CLI – 031234567

DN – 039764001

Call destination IP Address - <IP address of the IP-PBX>

After Fax Detection

CLI – 031234567

DN – FAX039764001

After Number Manipulation

CLI – 031234567

DN – 4001 (Stripped Digits From Left = 8)

Call destination IP Address - <IP address of the Fax server application>

3.3 Configuring the Fax Server's Ports

The Fax server installation sets several ports to default values, to enable the correct the operation of the Fax server application. The table below details these ports.

Table 5: Configuring Fax Server Ports

Port used for	Description	Port #
Management	Enables Fax server management using the Web interface	8090
SMTP	Enables connection to the SMTP server	25
LDAP	Enables connection to the Active Directory	389
VOIP	SIP	5060
RTP	VoIP Media Ports	Configurable Default: 49000-59000



Installing web server like IIS must not use the default ports for Web port 80 and 443

3.4 Configuring LDAP Settings

The Fax server uses the enterprise's Active Directory records to determine the owner of an incoming fax. The Fax server queries the enterprise's Active Directory using LDAP (Lightweight Directory Access Protocol).

See the *Fax Server Administrator's Guide* for instructions on how to configure the Fax Server application with the enterprise's Active Directory.

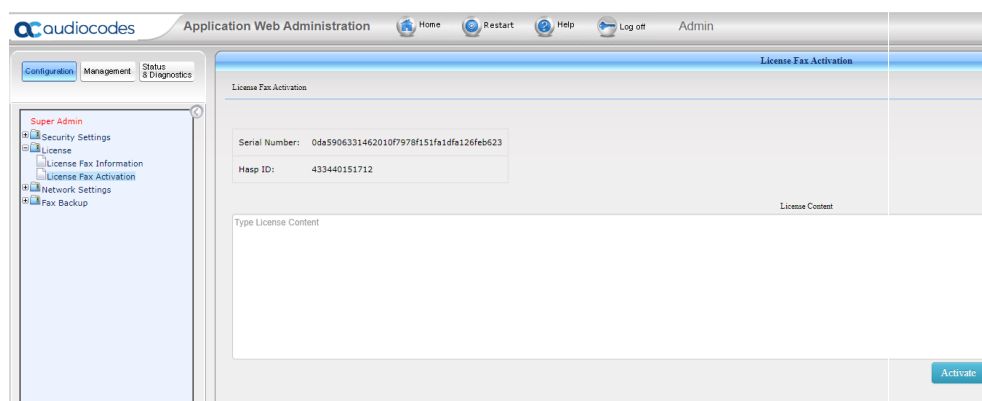
3.5 Activating the Fax Server License

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 will help 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 with network connectivity:
<https://www.audiocodes.com/swactivation>
and follow the instructions on this page

Home > Software License Activation

Software License Activation

Please enter your Product Key received from AudioCodes and the fingerprint (e.g. Serial Number or Server Machine ID) that was generated as a result of your installation.
For technical assistance, please contact [AudioCodes support](#).
*Supports CloudBond 365 version 7.2 and above.

Product Key *

Email *

☐ I'm not a robot

[CAPTCHA Privacy - Terms](#)

SUBMIT

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.

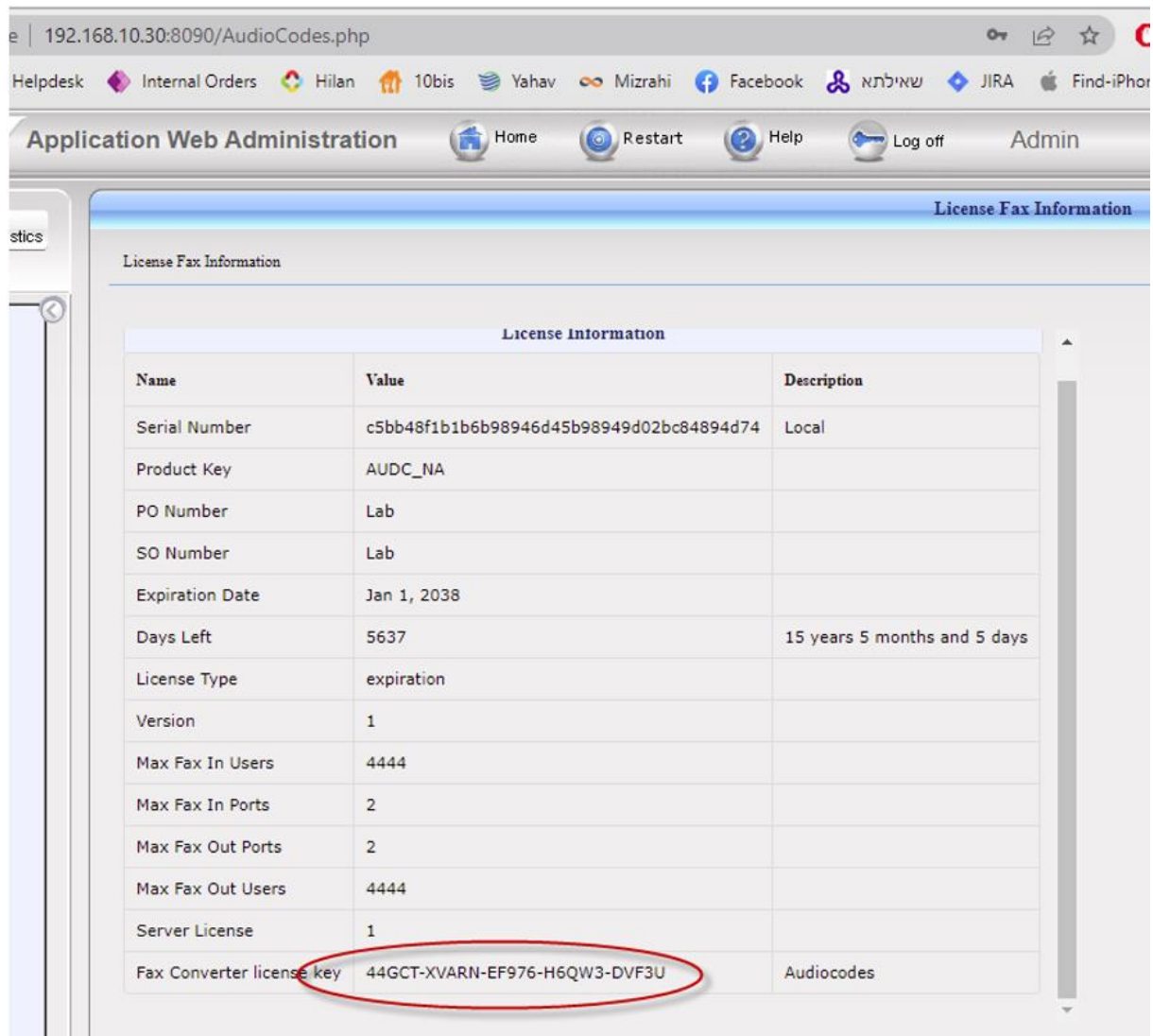
3.6 Setting the Neevia License

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

To set the Neevia license manually:

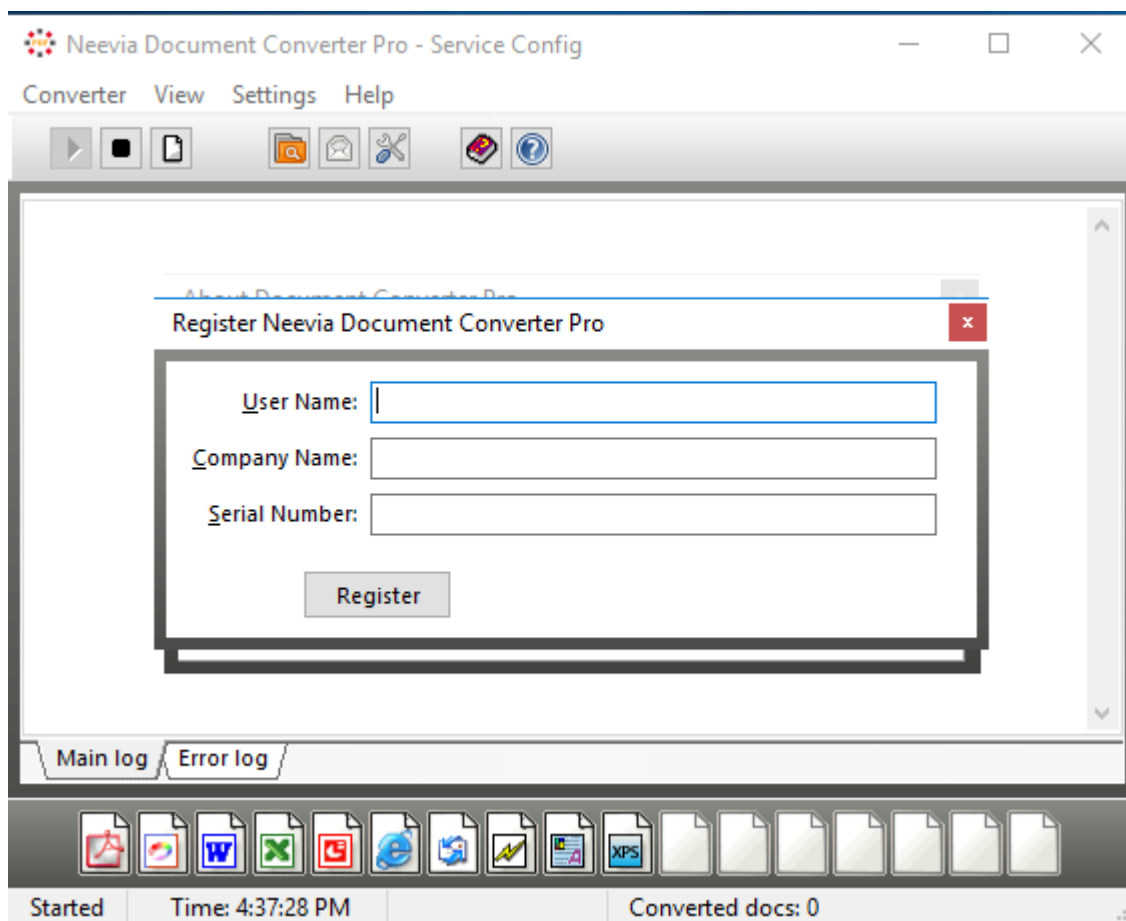
1. Obtain the key from the FAX License Information screen:

Figure 31: 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**.

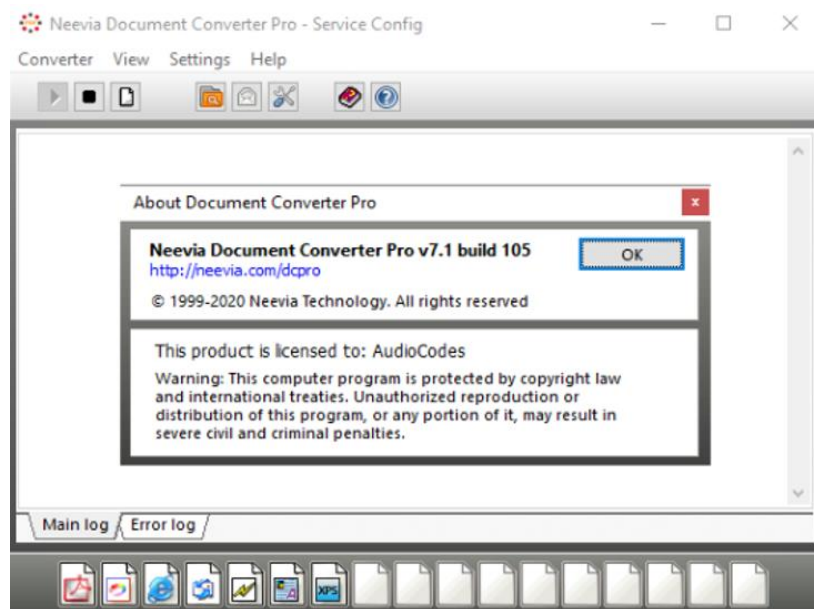
Figure 32: Neevia Document Converter Pro - Register

4. 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

5. When done – the screen will be licensed as follows:



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

Figure 33: Restarting 'Fax Converter' and 'Email To Fax' Services

audiocodes Application Web Administration Home Restart Help Log off Admin

Configuration Management **Status & Diagnostics**

Logs
Call Logs
System Status
System Status
User Manuals

System Status

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

3.7 Backing Up and Restoring Configuration Settings

The Fax server provides an easy and quick way to back up and restore your configurations. It's recommended to back up the configuration before making any major changes.

The backup mechanism backs up all your system settings including architecture, users, administrators, configuration, and LDAP configuration.

See also the *Fax Server Administrator's Guide*.

3.8 Changing Fax Server E-mail Customization

The Fax server application allows you to customize the e-mails that are sent to users. For example, you can customize the subject of the e-mail, Body message, etc. For more information, refer to the *Fax Server Administrator's Guide*.

3.9 Changing the Server IP Address

If the Fax server IP address changes, you need to run a script that updates the Fax server with the new IP address.

To change the Fax server's IP address:

1. Change the Fax server's IP address.
2. Go to C:\Program Files (x86)\Commetrex\otf\bin
3. Run otf_set_ip.
4. Open **Start > Administrative Tools > Services**.
5. Start the **BladWare** service and the **Fax_Receiver** service.



The Fax server must not have more than one IP address.

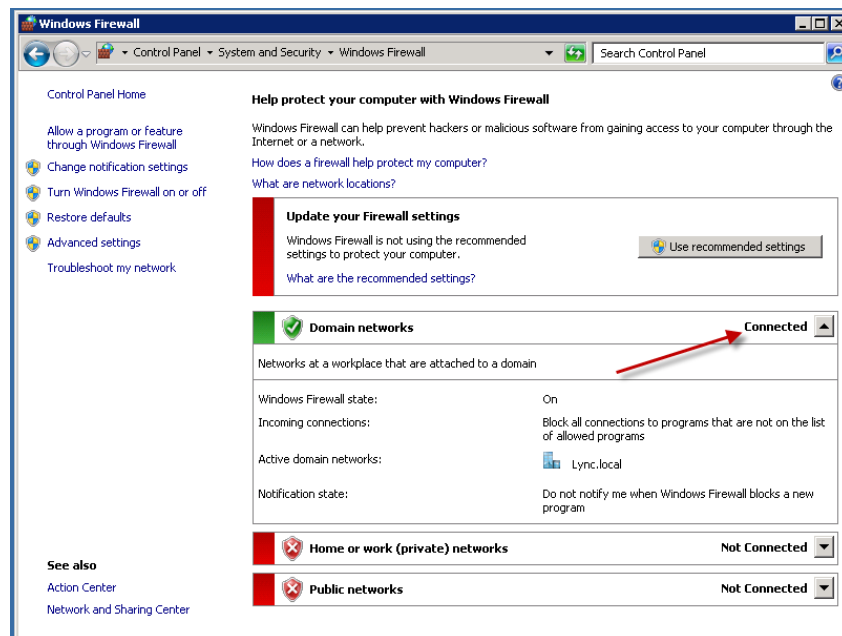
3.10 Disabling the Windows Firewall and Anti-Virus

After you add the Fax server to the company domain, Windows automatically enables the server domain network Firewall; you must then consequently disable it.

To disable the Windows Firewall and Anti-Virus:

1. Open the **Windows Firewall**, go to **Domain networks** and then select the **Turn Windows Firewall on or off** link to disable the firewall (as shown in the figure below).

Figure 34: Windows Firewall



2. Do the following:
 - **Windows Updates:**
 - ◆ Disable to prevent unknown side effects to the Fax application (recommended). AudioCodes only certifies major Service Pack updates.
 - **Anti-Virus Software:**
 - ◆ No anti-virus software is included with the Fax.
 - ◆ No specific anti-virus software is tested or certified with Fax.
 - **Windows Defender:**
 - ◆ Disable the Windows Defender.

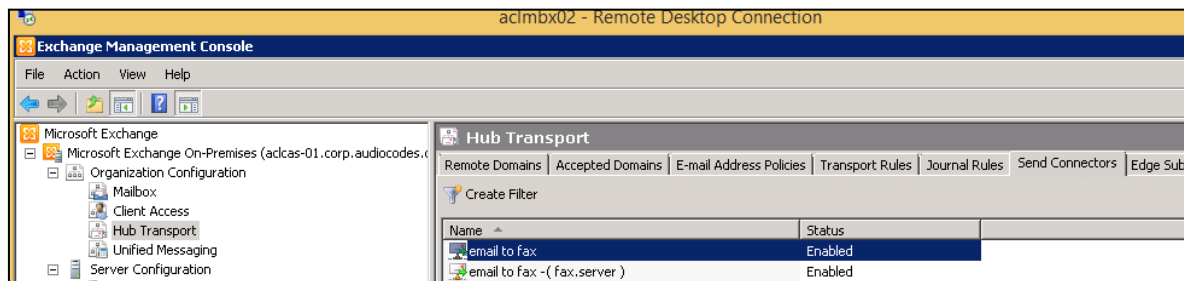
A Configuring Exchange SMTP Connector

This appendix shows how to configure the Exchange SMTP Connector for those users who have an Exchange server and who are deploying the Fax server application.

To configure the Exchange SMTP connector:

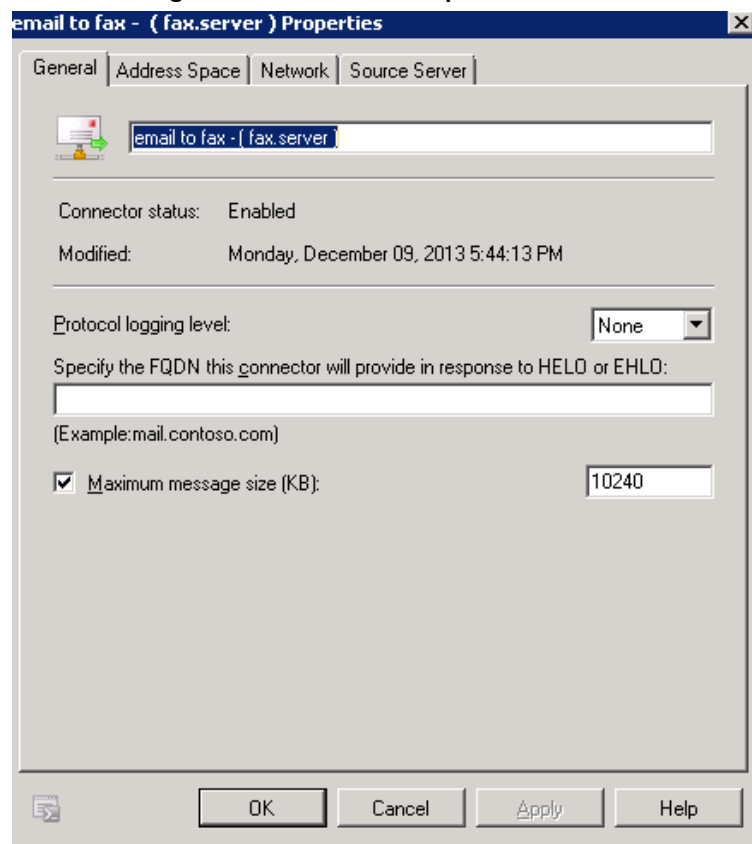
1. In the Exchange Management Console, navigate to **Organization Configuration > Hub Transport**, and then click the **Send Connectors** tab.

Figure 35: Exchange Management Console - Send Connectors

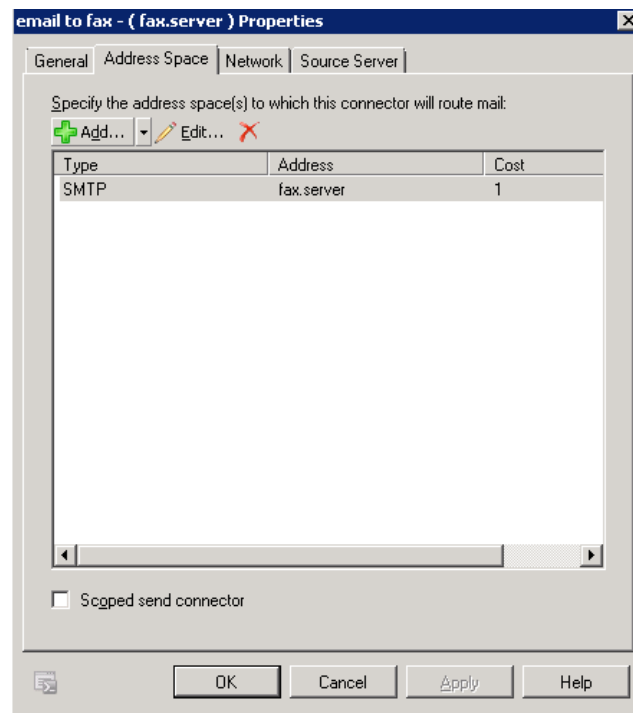


2. Right-click the **email to fax** entry, and then from the menu, choose **Properties > General**.

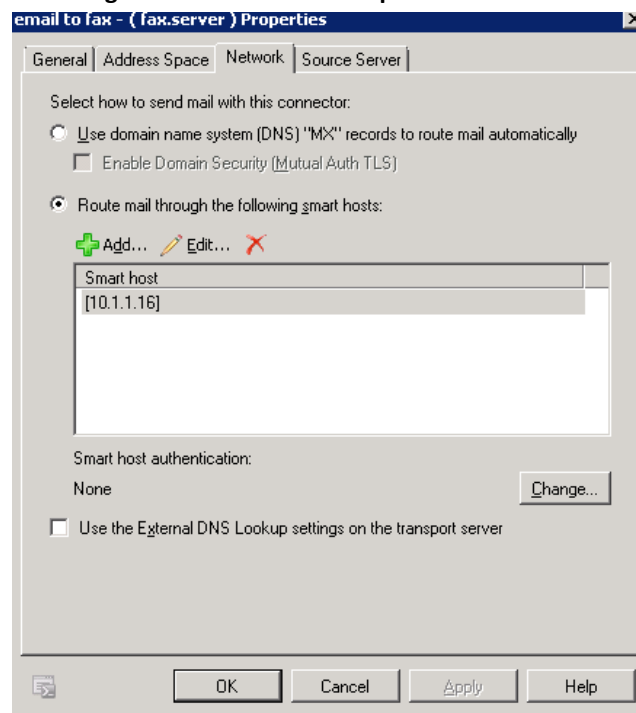
Figure 36: Email to Fax Properties - General



3. In the 'email to fax – Properties' screen, click the **Address Space** tab, and then specify the address space(s) to which this connector will route mail.

Figure 37: Email to Fax Properties – Address Space

4. In the 'email to fax – Properties' screen, click the **Network** tab.

Figure 38: Email to Fax Properties – Network

5. Select how to send mail with this connector.

B How to Set SMTP Relay on HmailServer

This appendix describes how to setup the SMTP relay on a HmailServer.

B.1 Introduction

SMTP relay is required as an alternative connection mechanism whenever the secured connectivity between the Fax server and the exchange doesn't work properly. For example, when in an Office365 deployment, network security hardening has enforced a TLS1.2 connection. As a result, in this setup, the SMTP server address is set on the Fax server as a local host so that it redirects SMTP messages to the hMailServer and from this point hMailServer negotiates with the remote SMTP server.



TLS1.2 will be supported in a future patch release.

B.2 Prerequisites

Whether you are preserving old settings or settings for the new SMTP connection, you should note the following before running the procedure described in this appendix:

- Original SMTP IP address which was used before performing the update described in this appendix
- The username and password required for SSL connectivity with the SMTP server.

These settings will be moved from the Fax server's SMTP settings screen to the relevant screen on the hMailServer. It is recommended to perform a backup of the hMailServer's settings from the hMailServer administrator tool before proceeding:

1. Open the hMailServer.
2. Navigate to **Utilities > Backup** and then click the **Backup** tab.
3. Set the desired destination folder.
4. Check the **Settings** and **Domains** checkboxes.
5. Click **Start**.

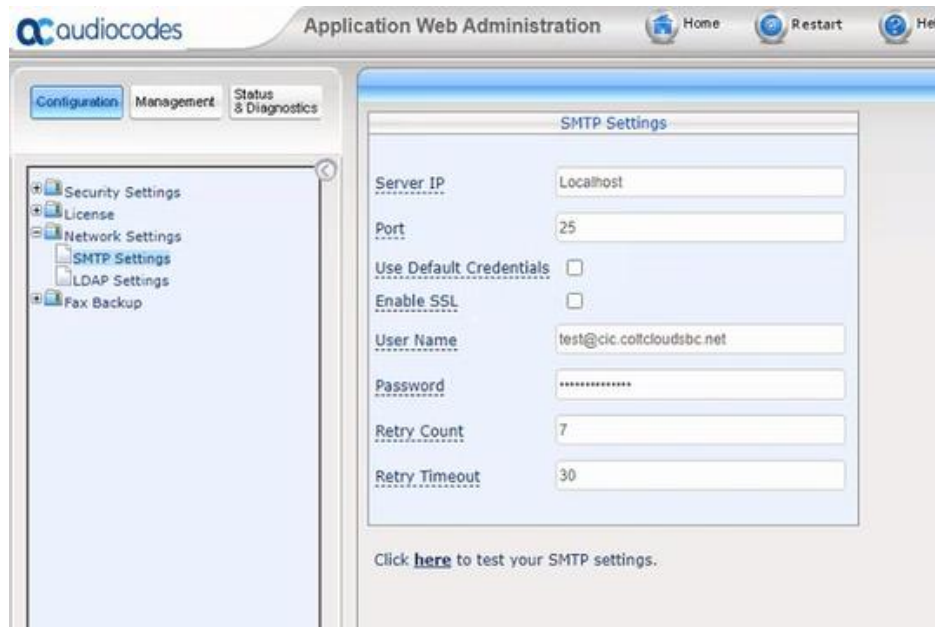
B.3 Configuration on Fax Server WEB interface

This section describes how to configure the Fax server.

Do the following:

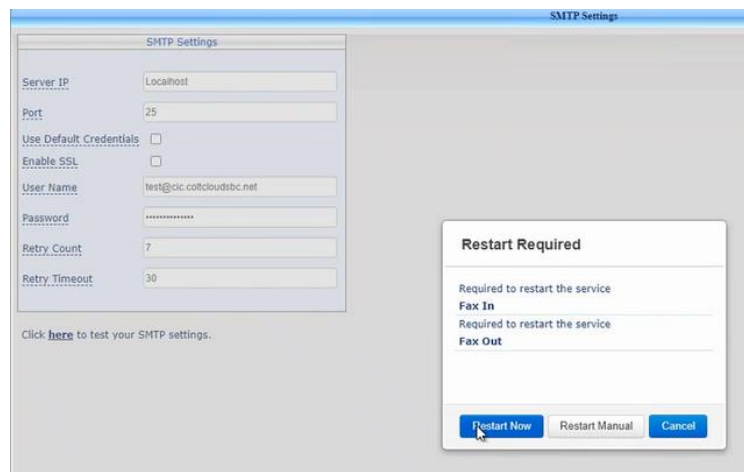
1. Navigate to **Network settings > SMTP Settings**.
2. Set SMTP server's IP address as localhost with default port (25) – SSL is not required for this purpose.

Figure 39: SMTP Settings



3. Click **OK** and then **Restart Now**.

Figure 40: Restart Now



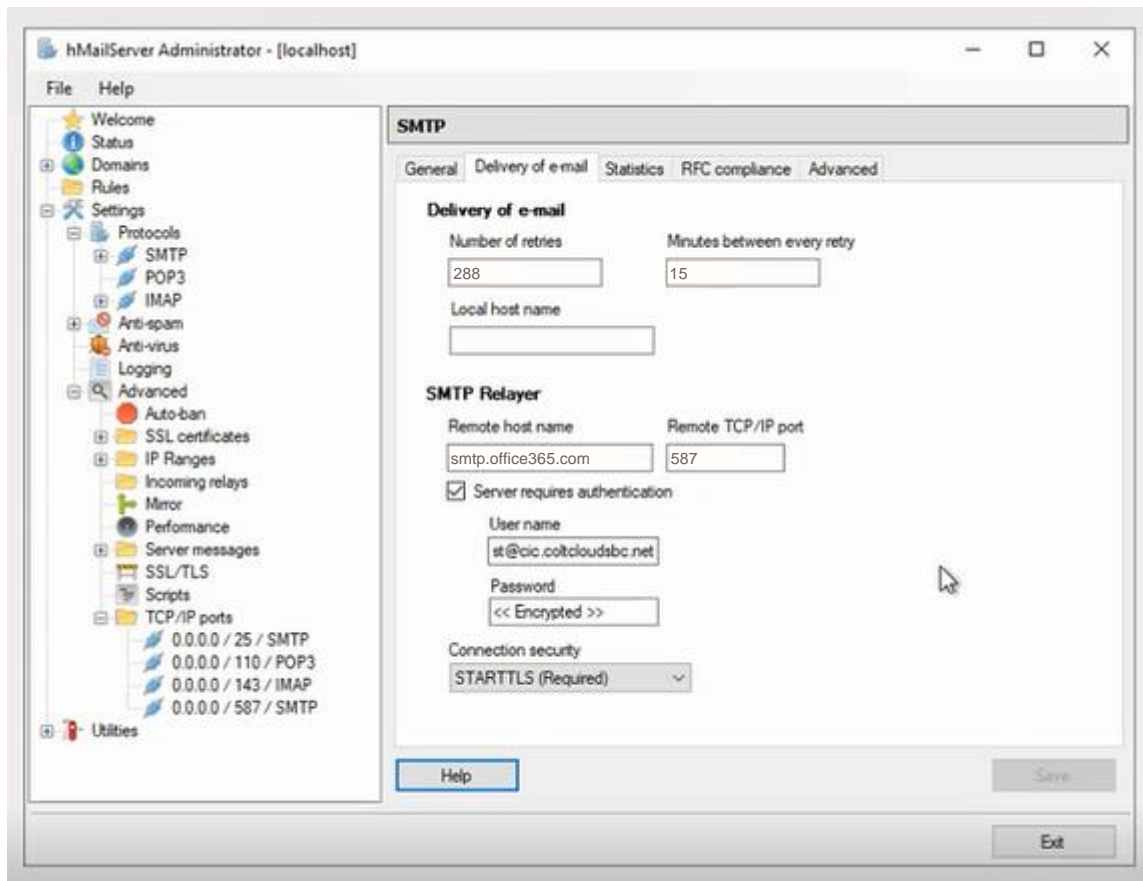
B.4 Configure hMailServer

This section describes how to configure the hMailServer.

Do the following:

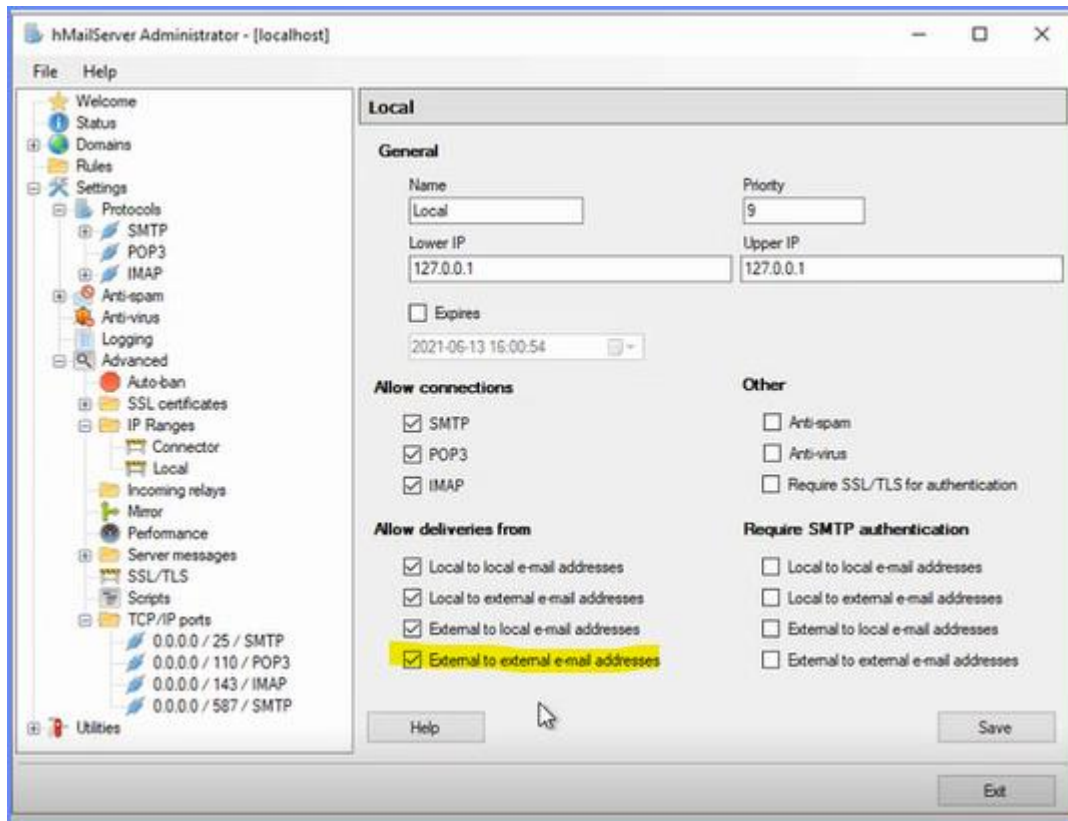
1. Open hMailServer Administrator.
2. Navigate to **Settings > Protocols > SMTP** and then click the **Delivery of e-mail** tab.
3. Change 'Number of retries' to **288**.
4. Change 'Minutes between every retry' to **15**.
5. Set the Remote host name and use port **587**.
6. Select the 'Server requires Authentication' checkbox and set the Username and Password.
7. Set 'Connection Security' to **STARTTLS** (optional or required – depending on Exchange's method).
8. Click **Save**.

Figure 41: hMailServer Administrator



9. Navigate to **Advanced > IP Ranges > Local**.
10. Set lower and upper IPs to **127.0.0.1 (localhost)**.
11. Select all four options under 'Allow deliveries from' (If not selected, select the 'External to External e-mail addresses' option).
12. Click **Save**.

Figure 42: Advanced IP Settings



13. Generate calls and confirm proper operation.

C Microsoft Windows Update

After you add the Fax VM to the SBA, you should update Microsoft Windows.

To update Microsoft Windows:

1. Manually run Windows Update.
2. Disable Automatic Update 'Never check for updates' to prevent unknown side effects to the Fax application (recommended). AudioCodes only certifies major Service Pack updates.

D Running Anti-Virus Software

The procedure below shows how to run anti-virus software on FAX and Microsoft Skype for Business components.

D.1 Running Anti-Virus Software on FAX Components

When Anti-Virus software is run on FAX components, ensure that the following directories are excluded:

- C:\F2MAdmin\faxsender\ + sub directories *.xml, *.tiff
- C:\F2M\commetrex\ *.xml, *.tiff
- C:\F2MAdmin\log\faxreceiver*.log
- C:\Program Files (x86)\Commetrex\otf\bin\Logs*.txt
- C:\F2MAdmin\ sub directories *.*
- C:\F2M\ sub directories *.*
- C:\fax2email\db*.*
- C:\Program Files\hMailServer\sub directories *.*
- C:\Program Files (x86)\neevia.com\docConverterPro\ sub directories *.*
- C:\Program Files\Audiocodes\MainAgent\sub directories *.*
- C:\Program Files\Audiocodes\AlarmsAgent\ sub directories *.*

E Configuring the Windows Server for Microsoft Office 2013 or Office 2016

This appendix shows how to configure the Windows server when installing Microsoft Office 2013/2016 for converting office files.

To configure the Windows server for Microsoft Office 2013/2016:

1. Log in to the Windows server via the local user defined for the fax.
2. Manually open Microsoft Office 2013/2016 applications: Word, Excel, and PowerPoint. Verify that you don't receive any error messages (e.g. invalid license etc.).
3. Type 'dcomcnfg' in the command prompt, and then click Enter.
4. Click **Component Services group > Computers > My Computer > DCOM Config**.
5. Find and select the Microsoft Word entry (it may contain Application or 2013/2016 in its name) (Right-click **Properties > Security** tab).
6. Under Access Permission, select the 'Customize' option, and then click **Edit**.
7. Click **Add** and enter the "Everyone" user account along with the account used by the Fax server.
8. Click the **Identity** tab.
9. Select the 'This user' option, click **Browse**, specify the account used by the Fax server, and then enter and re-enter the Password.
10. Click **Apply** and **OK**.
11. Repeat the above steps for Excel and PowerPoint.
12. Restart the Windows server.

F Fax Conversion Troubleshooting

This appendix describes how to change the fax conversion RTF engine file association to Microsoft Word.

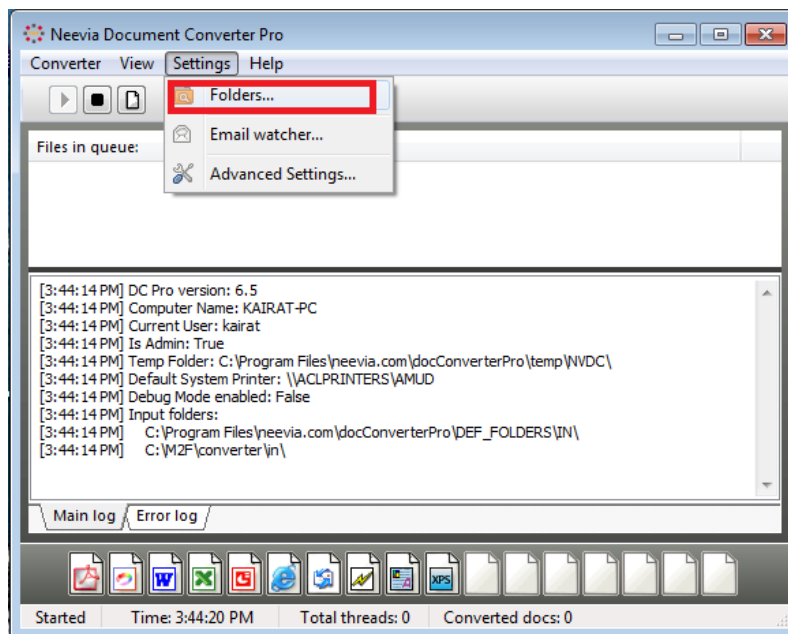


Sometimes the fax server fails to convert RTF format files. To resolve this issue, the user should install Microsoft Office on the Fax2Mail Windows server.

To change RTF engine to WORD:

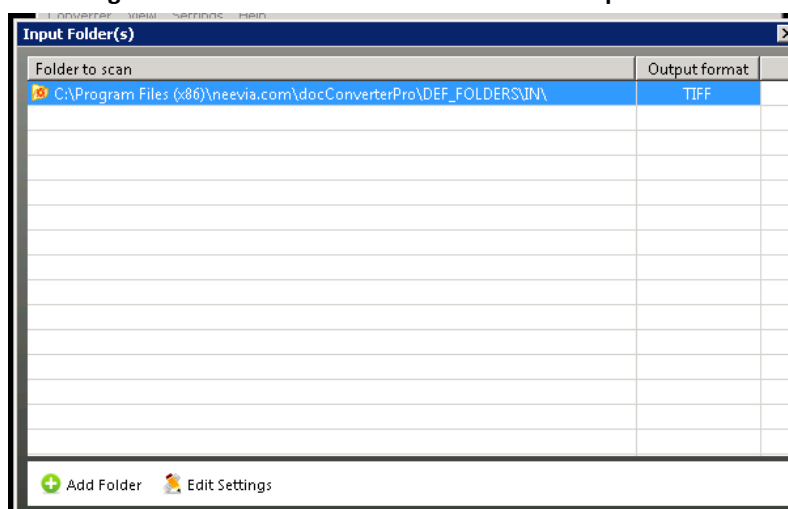
1. In the Neevia Document Converter Pro screen, open the Input Folders page (**Settings > Folders...**).

Figure 43: Neevia Document Converter Pro – Settings – Folders



The following screen appears:

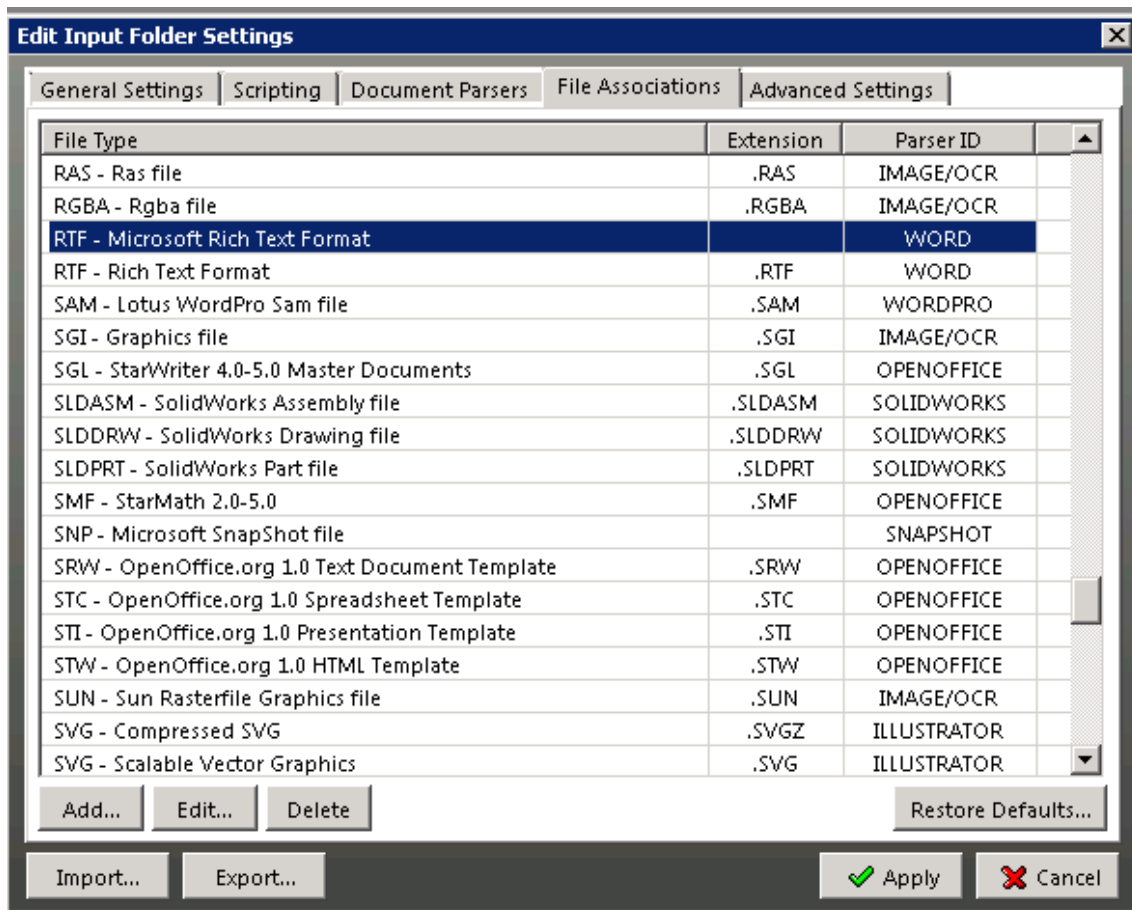
Figure 44: Neevia Document Converter Pro - Input Folder



2. Double-click the file in the **Folder to scan**. In case there is more than one folder, double-click the folder whose **Output format** is TIFF.

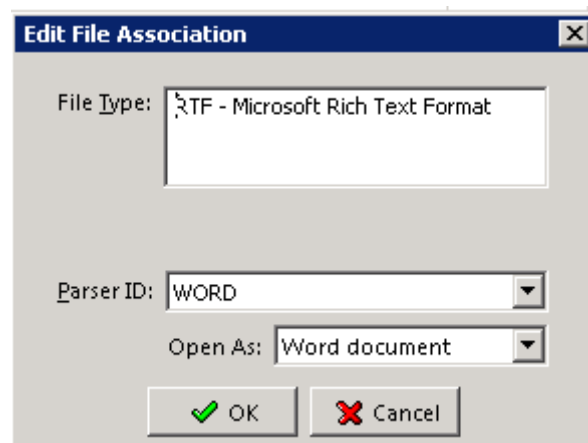
The Edit Input Folder Settings window opens.

Figure 45: Edit Input Folder Settings



3. Click the **File Associations** tab, scroll down for **File Type RTF-Microsoft Rich Text Format**, and then double-click it. The **Edit File Association** window opens.

Figure 46: Edit File Association



4. In the **Parser ID** field, select **WORD** from the drop-down list.
5. Click **OK**.

G Fax Software Upgrade

You can upgrade the Fax Software by running the latest Fax setup file (like when installing the software for the first time). Select the Fax component to upgrade.

For the Fax Server, the wizard prompts you for a local user or domain user – enter the same user/password used for the initial Fax Server installation.

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



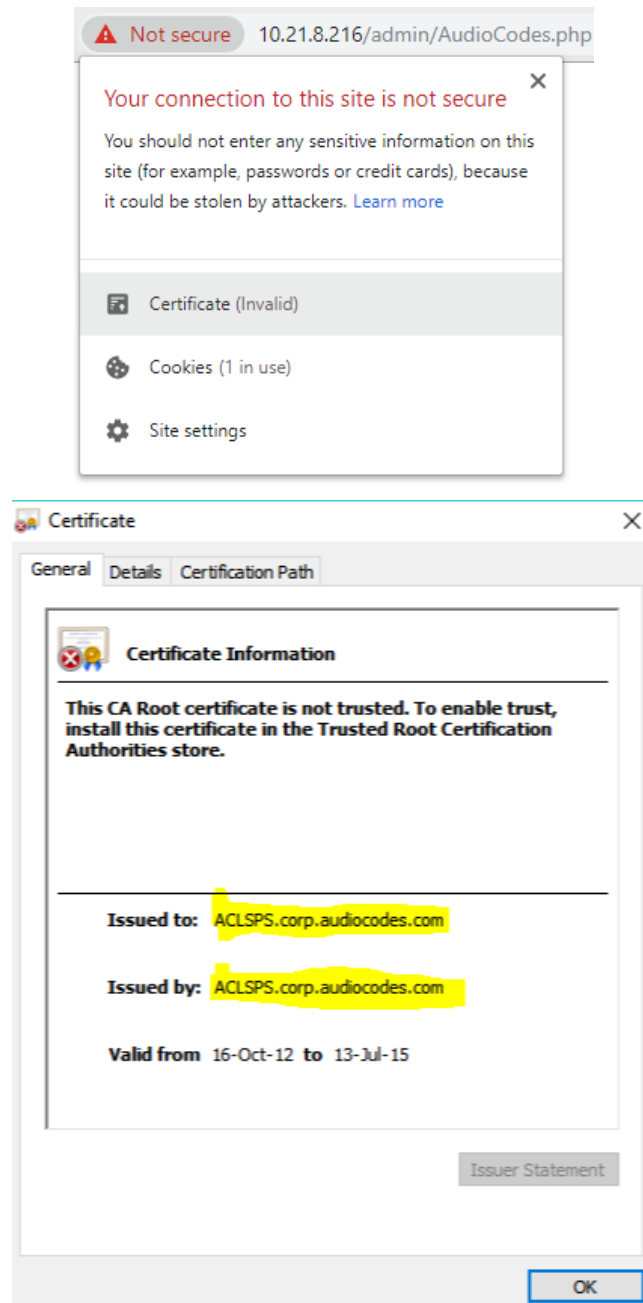
In case the Fax server is upgraded to the latest version – Google Chrome must be preinstalled (see Section [3.1](#)).

H How to Replace the Certificate for the Web Interface

H.1 Introduction

When accessing the fax Web page through secured connectivity (HTTPS), the fax server uses an expired private certificate which needs to be replaced.

Figure 47: Connection to Site is not Secure



H.2 Prerequisites

- Verify that the internal certificate is genuinely invalid, by accessing: <https://localhost:8090>
- Copy the file named httpd-ssl.conf from the following path, to an external location:
C:\Apache24\conf\extra
- Copy the files ca.crt and ca.key from the following path to an external location:
C:\Apache24\conf



The procedure shown below is relevant for Fax which uses Apache Web server:

- Generate the private key and then use the key to generate the CSR file.
- Convert the certificate to .pem type and name it 'ca.crt'.
- Update the APACHE folder with the newly signed certificate at the path:
C:\Apache24\conf
- Test the secured connectivity through https and verify that there is no certificate warning anymore.

Resources:

<https://www.sslshopper.com/ssl-converter.html>

<https://knowledge.digicert.com/solution/SO6411.html>

International Headquarters

Naimi Park
6 Ofra Haza Street
Or Yehuda, 6032303, Israel
Tel: +972-3-976-4000
Fax: +972-3-976-4040

AudioCodes Inc.

80 Kingsbridge Rd
Piscataway, NJ 08854, USA
Tel: +1-732-469-0880
Fax: +1-732-469-2298

Contact us: <https://www.audiocodes.com/corporate/offices-worldwide>

Website: <https://www.audiocodes.com>

©2024 AudioCodes Ltd. All rights reserved. AudioCodes, AC, HD VoIP, HD VoIP Sounds Better, IPmedia, Mediant, MediaPack, What's Inside Matters, OSN, SmartTAP, User Management Pack, VMAS, VoIPerfect, VoIPerfectHD, Your Gateway To VoIP, 3GX, VocaNom, AudioCodes One Voice, AudioCodes Meeting Insights, and AudioCodes Room Experience are trademarks or registered trademarks of AudioCodes Limited. All other products or trademarks are property of their respective owners. Product specifications are subject to change without notice.

Document #: **LTRT-28949**

