



# **Fax Boom**

## **T38 and AUDIO**

### **FAX**

### **over SIP**

## **(Quick Operation Guide)**

Release 3.5.1 June, 2009

**Windows Vista**  
**Windows Server 2008**  
**Windows Vista x64 Edition**  
**Windows Server 2008 x64 Edition**  
**Windows XP**  
**Windows Server 2003**  
**Windows XP x64 Edition**  
**Windows Server 2003 x64 Edition**

**FaxVoip Software**

Copyright © 2008-2009, FaxVoip Software

<b>Introduction</b>	<b>4</b>
<b>New in version 3.5.1</b>	<b>4</b>
<b>New in version 3.4.1</b>	<b>4</b>
<b>New in version 3.3.1</b>	<b>5</b>
<b>New in version 3.1.1</b>	<b>5</b>
<b>New in version 2.6.1</b>	<b>5</b>
<b>New in version 2.4.1</b>	<b>5</b>
<b>New in version 2.2.0</b>	<b>5</b>
<b>New in version 2.1.0</b>	<b>5</b>
<b>New in version 2.0.0</b>	<b>6</b>
<b>New in version 1.2.1</b>	<b>6</b>
<b>Windows Vista Support</b>	<b>6</b>
Disable User Account Control (UAC) on Windows Vista	8
Disable Security Center Popup Notifications in Windows Vista	9
Install “Windows Photo Gallery” in Windows Server 2008	11
<b>Fax Boom Install</b>	<b>13</b>
<i>Installing a Trial Copy</i>	<i>13</i>
<i>Features</i>	<i>14</i>
<i>System Requirements</i>	<i>14</i>
<i>Check for Microsoft.NET Framework 2.0 SP2</i>	<i>15</i>
<i>Removing the previous version.</i>	<i>15</i>
<i>Run the Setup Program</i>	<i>16</i>
<i>SIP, Fax and Mail settings</i>	<i>17</i>
SIP Settings	18
User Agent Settings	20
Fax Settings	20
E-mail Settings	22
<i>Line Settings</i>	<i>24</i>
Voice Codec Settings	24
<i>Compleating of the installation</i>	<i>25</i>
<b>Fax Boom Control Panel</b>	<b>26</b>
<i>To open Fax Boom Control Panel</i>	<i>26</i>
<i>SIP Settings</i>	<i>27</i>
<i>User Agent Settings</i>	<i>28</i>

<i>Fax Settings</i>	29
<i>E-mail Settings</i>	31
<i>Line Settings</i>	32
<i>Voice Codec Settings</i>	33
<b>Using Fax Boom with SIP Soft</b>	<b>33</b>
<i>Using Fax Boom with AXON PBX</i>	33
To install the AXON PBX	34
To configure the AXON PBX with Fax Boom	35
Comments about using Fax Boom with AXON PBX	46
<i>Using Fax Boom with Asterisk PBX</i>	47
To configure Asterisk PBX with Fax Boom	47
To configure Fax Boom with Asterisk PBX	48
Comments about using Fax Boom with Asterisk PBX	48
<b>Sending and Receiving Faxes</b>	<b>49</b>
<i>Send a Fax with Fax Boom Virtual Printer</i>	49
<i>Receiving Faxes as TIFF or PDF files</i>	51
Settings for Fax to TIFF (PDF)	51
<i>Fax Boom Log Book Application</i>	52
Viewing Faxes	53
Saving Faxes	54
Managing Faxes	54
<i>Fax to Mail</i>	55
Settings for Fax to Mail	55
<i>Mail to Fax</i>	56
Mail to Fax Settings	56
Composing of e-mail message	58
Attachments Formats	59
Using PDF as attachments	60
Sender's email restrictions	61
Fax Boom E-mail notifications	62
<i>Licenses settings</i>	62
<b>Working with Fax Boom Service</b>	<b>64</b>
<b>Removing the Software</b>	<b>65</b>
<b>Technical Support</b>	<b>65</b>

# Introduction



## **Fax Boom: It is now possible to send faxes over Betamax SIP network.**

**Fax Boom** - fully-functional system of sending and receiving faxes over the Internet in real time (FOIP). Thanks to the support “**FAX over G711**” **Fax Boom** can send faxes through a network of SIP providers that do not support the protocol t38. You can send faxes through **Betamax SIP network** (Voipbuster, Sipdiscount, Internetcalls ...) Of course, high-quality t38 fax protocol is also supported.

What is **Fax Boom**? It is a SIP client with T38 and AUDIO Fax support. With **Fax Boom** you can send and receive T38 or AUDIO faxes without any hardware, additional Fax Software is not required.. You can use **Fax Boom** with your IP-SIP-PBX and with your SIP-Provider. It is possible to receive T38 or AUDIO faxes directly into TIFF or PDF files without using a standard fax software, and without limiting the number of incoming fax sessions.

**Fax Boom** is a fully-functional system for receiving faxes to e-mail (**Fax -> Mail**). **Fax -> Mail** function allows you to receive faxes as e-mails with either PDF or TIFF attachments. The **Mail -> Fax** function allows you to send faxes directly from your email program (e.g. **Outlook Express**).

## **New in version 3.5.1**

- **Windows Vista x64 Edition** and **Windows Server 2008 x64 Edition** Support Added.
- Recommendations relating to work correctly with pdf attachments using Mail to Fax function are added to the help system. You need to install Acrobat Wrapper program to ensure proper closing Adobe Reader after automatic printing.  
[http://www.biopdf.com/acrowrap/close\\_adobe\\_reader.php](http://www.biopdf.com/acrowrap/close_adobe_reader.php)

## **New in version 3.4.1**

- **Windows XP x64 Edition** and **Windows Server 2003 x64 Edition** Support Added.

- Fixed some minor problems associated with the application icon in the System Tray. Library STrayIco.ocx is no longer used. All calls are now being implemented through API.
- The program no longer tries to install cdosys.dll. It is anticipated that the CDO (Collaboration Data Objects) is now part of Windows and the correct library is present in all supported systems by default.
- Added new icons for some files. This ensures a more comfortable viewing files in a folder on Vista/2008, especially if to use the "**Large Icons**" mode or the "**Extra Large Icons**" mode.

## New in version 3.3.1

- **Windows Vista** and **Windows 2008 Server** Support Added.

## New in version 3.1.1

- New design for "Fax Boom Control Panel" applied.

## New in version 2.6.1

- Added the possibility to edit "SIP Display Name" and "SIP User Agent".
- Now you can send different faxes with different Fax Station ID and HeadLine.
- Added the possibility to change the timeout to access POP3 server.

## New in version 2.4.1

- Added ability to send fax CNG signal using RFC2833 standard (in the case of t38). This is especially important for those countries where usually the operator answers the call first and then receives a fax. Another way to transmit the CNG fax tone when an outgoing call - to switch to t38 after a short time after the connection, but it is not always and everywhere works correctly.
- Added "Caller ID" feature. Fax number of destination is also stored in the case of an incoming call.
- The program stores information about the protocol that was used when sending a fax (t38 or g711-audio).
- Some changes were made in the program "Log Book".

## New in version 2.2.0

You can now check "Status of SIP registration" in the "Fax Boom Control Panel" (with error description).

## New in version 2.1.0

You can now check "Status of SIP registration" in the "Fax Boom Control Panel".

## New in version 2.0.0

- New feature: Fax Boom is now a fully-functional system for sending faxes via e-mail (Mail -> Fax) and for receiving faxes to e-mail (Fax -> Mail). Mail -> Fax feature was added.
- Fixed a bug that caused failure in the process of installing a virtual Fax Boom printer (error has occurred for some regional settings). We also added testboom.exe utility. It allows you to reinstall Fax Boom printer without reinstalling the program.

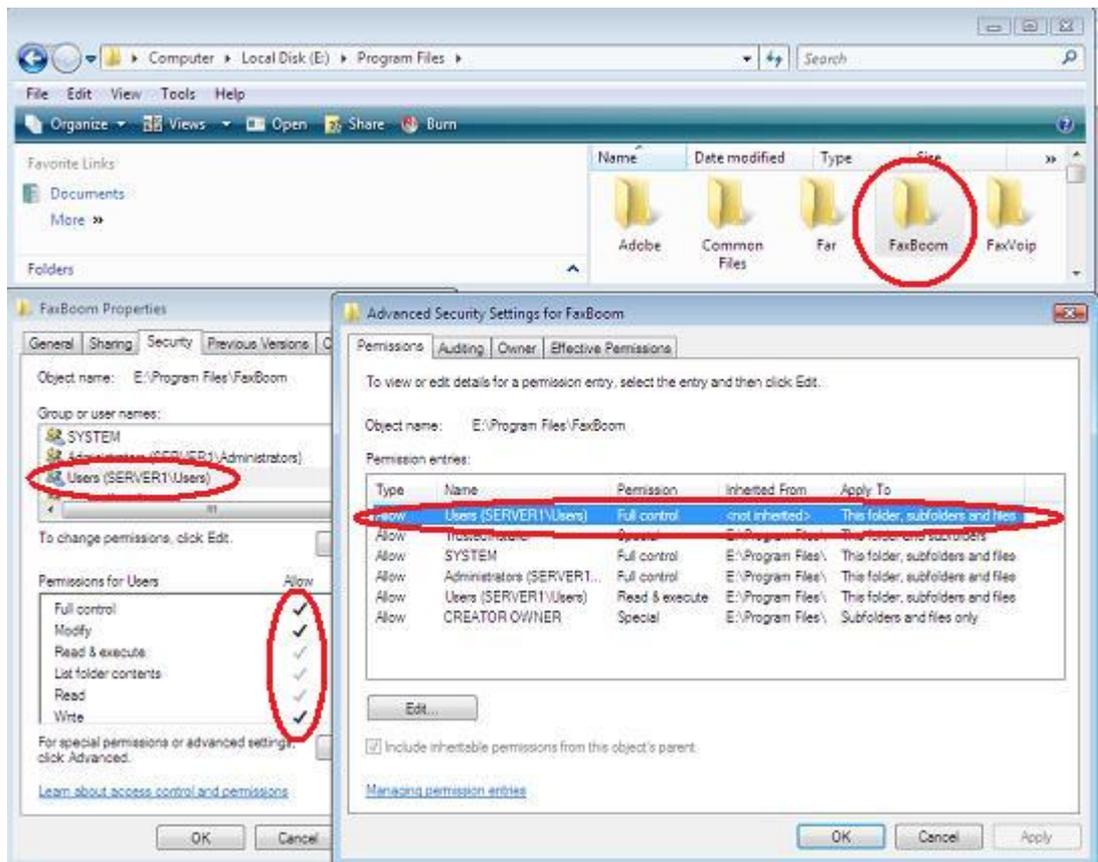
## New in version 1.2.1

Expires Header parametr for SIP registration timeout was added. Now it is possible to change it from Fax Boom Control Panel.

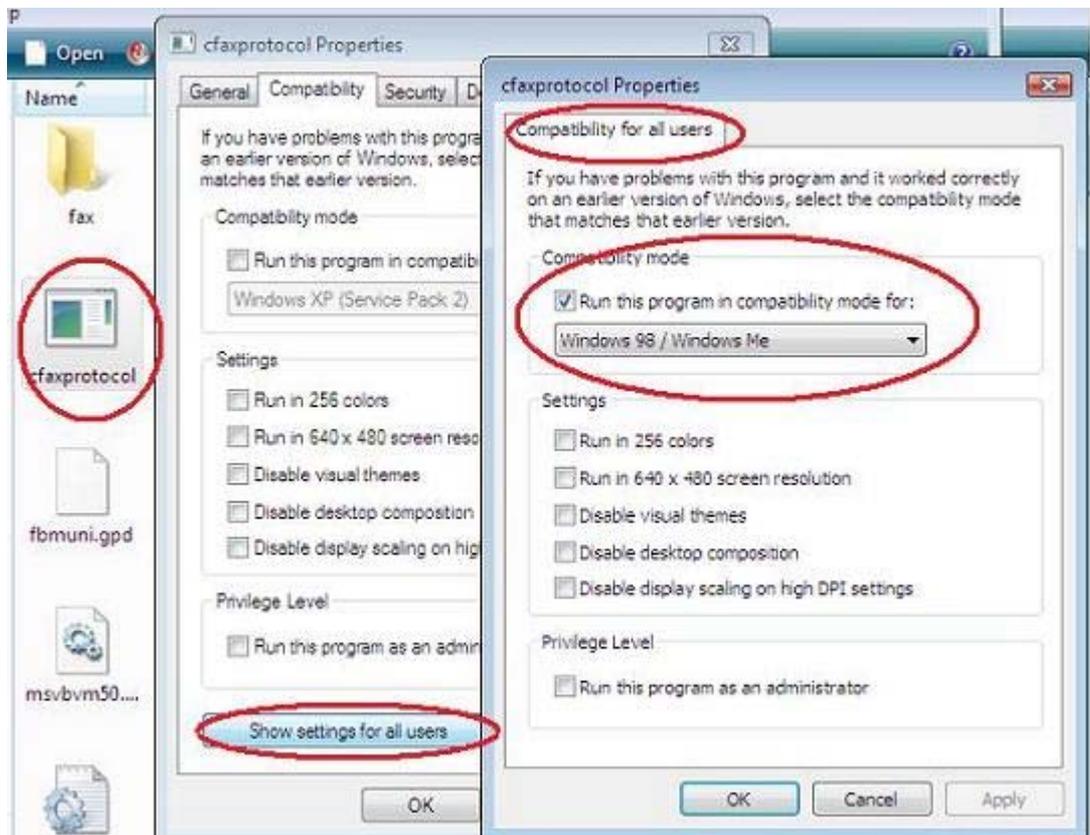
## Windows Vista Support

If you install **Fax Boom** on your computer with **Windows Vista** you should read the information in this section.

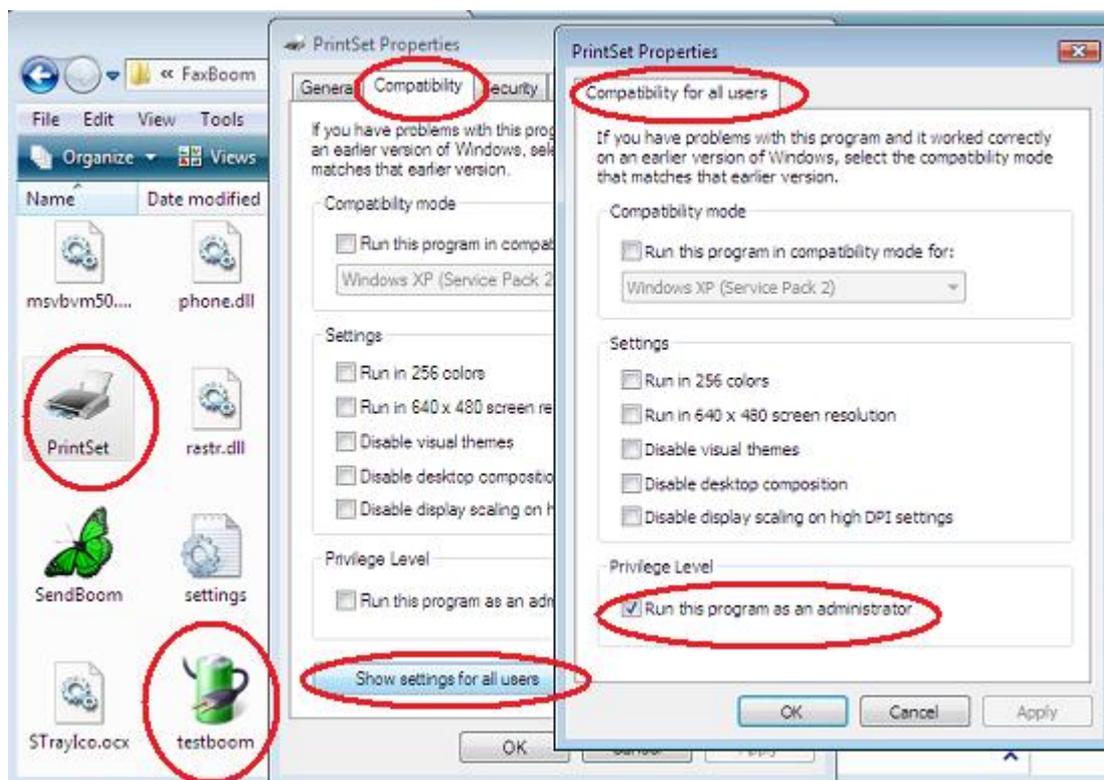
1. Install **Fax Boom** using your "**Administrator**" account. Later you can configure the **Fax Boom** to work under other accounts, but you have to create shortcuts manually for other users.
2. **Fax Boom** install program allows "**Full control**" permission to the "**Users**" **Group** for all folders and files in the program installation folder. It is necessary for smooth operations with fax messages and log files



3. Fax Boom install program installs the compatibility option "Run this program in compatibility mode for Windows 98/ Windows Me" for "cfaxprotocol.exe" component for "all users". Failure to do so leads to the crash of the program at the end of the fax transmission using option "Fax Headline".



4. Fax Boom install program installs “Run this program as an administrator” option for "PrintSet.exe" and "testboom.exe" components for “all users”. This is necessary to correctly uninstall/install the Fax Boom Printer using the "testboom.exe" utility without reinstalling the program.

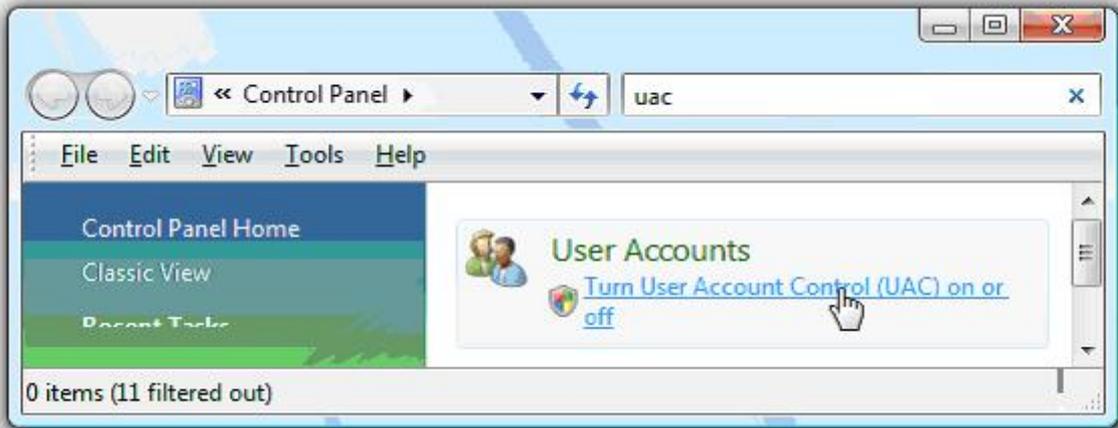


5. Fax Boom is fully compatible with **User Account Control (UAC)**. Nevertheless, if you have any problems you can try to disable **User Account Control (UAC)**. If you choose to disable the UAC in **Vista**, follow the instructions below. If you disable UAC, it is also desirable to disable the **Security Center Popup Notifications**.
6. To view fax pictures (tiff-format), and for the correct operation of the **Fax Boom Send Fax Wizard** in **Windows Vista** and **Windows Server 2008** is required to have installed the program "**Windows Photo Gallery**". It should also be noted that "**Windows Photo Gallery**" is not installed in **Windows Server 2008** by default. To install the "**Windows Photo Gallery**" in the **Windows Server 2008**, you must install the "**Desktop Experience**" feature by using your "**Server Manager**". Installation instructions are below.

## Disable User Account Control (UAC) on Windows Vista

Note: Disabling UAC will lead to a less secure system, so be warned.

Open up Control Panel, and type in "UAC" into the search box. You'll see a link for "Turn User Account Control (UAC) on or off":



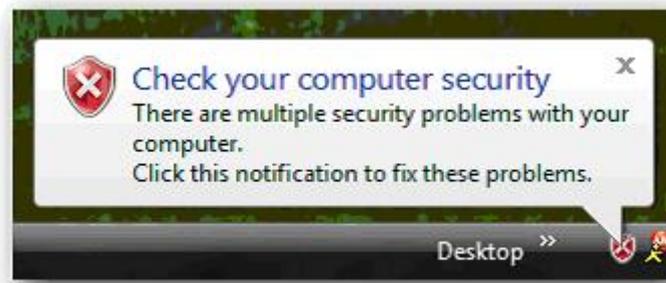
On the next screen you should uncheck the box for "Use User Account Control (UAC)", and then click on the OK button.



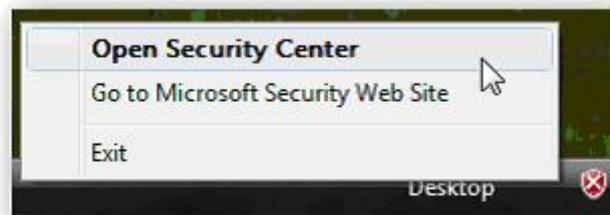
You'll need to reboot your computer before the changes take effect, but you should be all done with annoying prompts.

### **Disable Security Center Popup Notifications in Windows Vista**

If you decide to turn off UAC, you'll be annoyed with popup messages from the Security Center that tell you to "Check your computer security". It's a good thing you can turn those messages off.



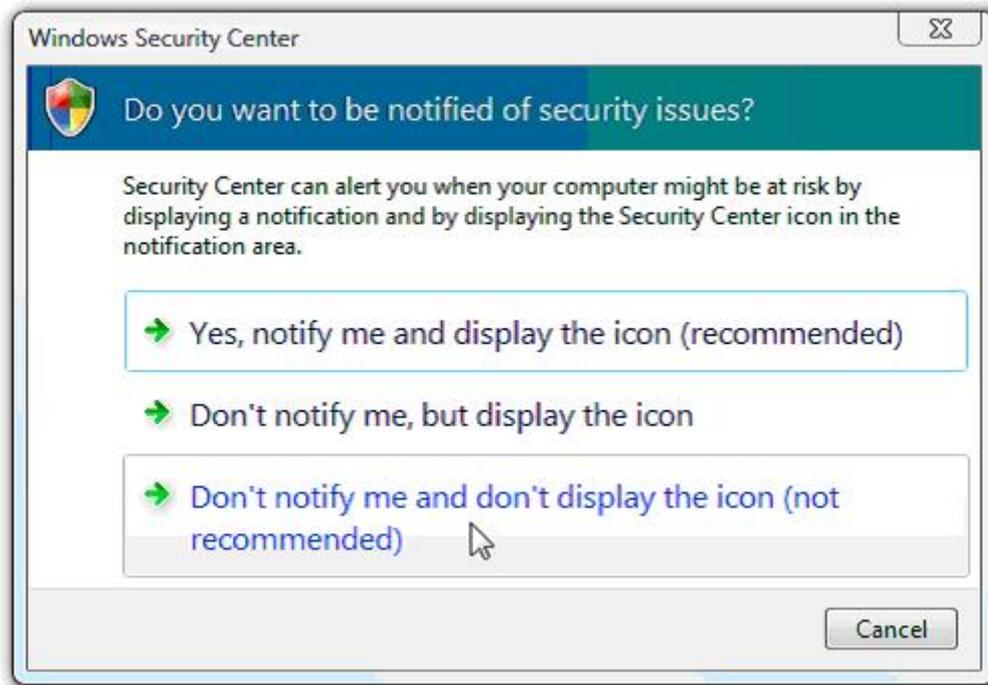
To disable the popup messages shown above, right-click on the little red shield icon and choose Open Security Center from the menu. You could also open Security Center from the start menu.



Click the link for "Change the way Security Center alerts me"



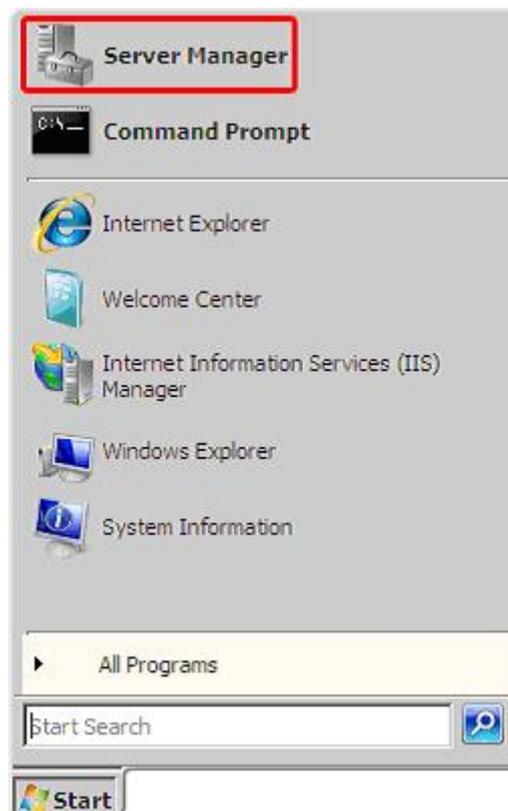
Now you'll see a dialog with three choices. Choose the bottom one if you don't want the notifications anymore.



## Install "Windows Photo Gallery" in Windows Server 2008

To install "Windows Photo Gallery" in [Windows Server 2008](#) you need install **Desktop Experience**.

1. Click Start and select **Server Manager**



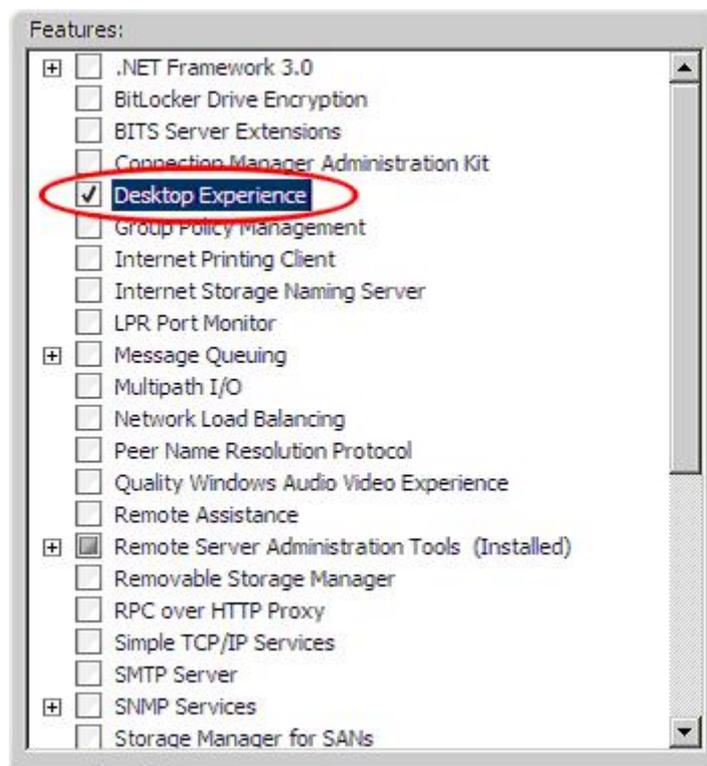
2. When the **Server Manager** window appears, go to the left pane and select **Features**.



3. On the right, click the **Add Features** link.



4. Check the **Desktop Experience** checkbox



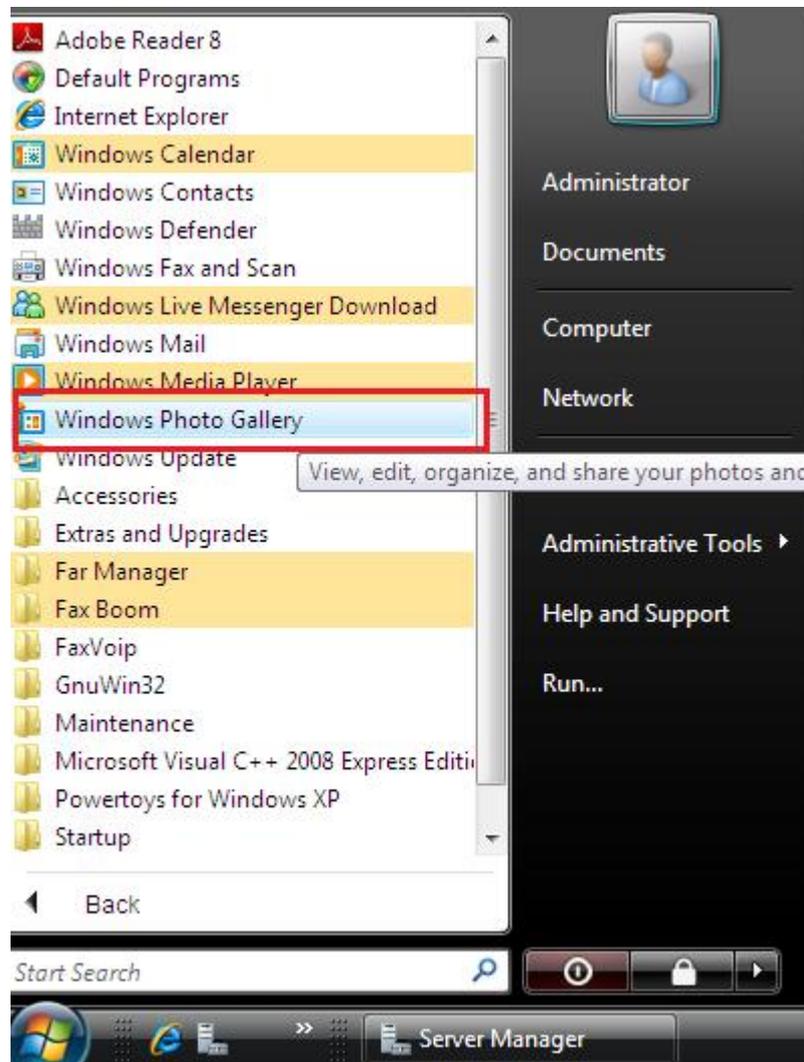
5. Click Next.

6. Click Install

7. When the installation is complete, **Windows** will notify you that you must restart your server to complete the process.



After you have rebooted, go to **All Programs** and make sure that the “**Windows Photo Gallery**” is installed.



## Fax Boom Install

### Installing a Trial Copy

The **Fax Boom** software can be installed as a temporary trial copy.

- The trial license can be used once on a given computer.
- The trial time period (30 days) begins when the software is installed.
- Up to 2 outgoing virtual fax lines (t38 or fax over G711) can be used.
- Unlimited number of incoming fax lines (t38 or fax over G711) can be used.

Notes: *If you later purchase a license, use the Licensing command in the **Fax Boom Control Panel** to enter the purchased license key. You do not have to reinstall the software. Your settings will be preserved.*

## Features

- SIP support, registration with SIP provider or SIP IP PBX
- STUN server support
- Audio Streaming: G.711 A-Law, G.711 u-Law
- Virtual Fax Boom Printer to prepare faxes
- Possibility to change SIP User Agent
- **Audio (over G711) Real-time Fax over IP**
- T.38 Real-time Fax over IP
- T.30 Fax Group 3 up to 14.400 Bauds
- Error Correction Mode (ECM)
- Receiving faxes directly into TIFF or PDF files
- Up to 100 virtual (T38 or fax over G711) fax lines
- Unlimited number of incoming fax sessions
- Redirection of incoming faxes to e-mail (Fax to Mail)
- Sending faxes from E-mails (Mail to Fax)

## System Requirements

### Platforms supported

- Intel-compatible PC with 32-bit or 64-bit (x64) processor.
- **Windows Vista**
- **Windows Server 2008**
- **Windows Vista x64 Edition**
- **Windows Server 2008 x64 Edition**
- **Windows XP**
- **Windows Server 2003**
- **Windows XP x64 Edition**
- **Windows Server 2003 x64 Edition**

### Additional system requirements

- **Microsoft.NET Framework 2.0 Service Pack 1**
- **Windows Picture and Fax Viewer installed (Windows XP/2003)**
- **Windows Photo Gallery installed ([Windows Vista/2008](#))**
- **Adobe Acrobat Reader**
- **[Acrobat Wrapper](#) (to use PDF as attachments with Mail to Fax)**

### Fax Software compatibility

- Additional Fax Software is not required.

### SIP compatibility

- **BETAMAX** ([Voipbuster](#), [Sipdiscount](#), [Internetcalls](#) etc.)
- Axon PBX

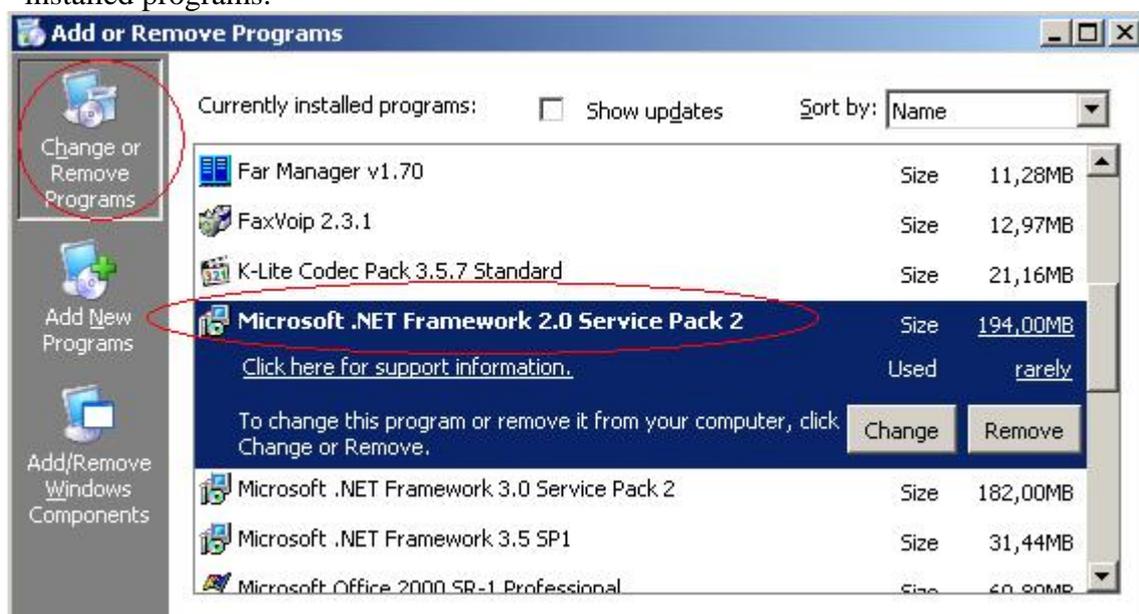
- Pbxnsip PBX
- Asterisk PBX
- Another SIP-based PBX

## Network requirements

- A TCP/IP network connection from the local computer to the SIP server

## Check for Microsoft.NET Framework 2.0 SP2

1. Install **Microsoft.NET Framework 2.0 Service Pack 2**, if it is not installed on your PC. **Start ->Settings ->Control Panel ->Add or Remove Programs ->Change or Remove Programs** , Check for **Microsoft.NET Framework 2.0 Service Pack 2** in the list of installed programs.



2. If you did not find **Microsoft.NET Framework 2.0 Service Pack 2** in the list of installed programs, download and install it before running Fax Boom Setup program. You can download it from our site

[http://www.t38faxvoip.com/downloads/NetFx20SP1\\_x86.exe](http://www.t38faxvoip.com/downloads/NetFx20SP1_x86.exe)

or from Microsoft.

3. Run the **Setup Fax Boom Program**.

## Removing the previous version.

Before new **Fax Boom** installation please uninstall the previous version of **Fax Boom**, using the standard procedures for **Windows**. Re-installing without uninstalling is not recommended. Moreover, if you install **Fax Boom** on a computer running **Windows Vista** or **Windows Server 2008**, this could lead to unpredictable consequences, as the installer in addition to copying files and folders installes certain permissions and attributes for folders and files of the program **Fax Boom**. In different versions of **Fax Boom** these attributes may vary.

If you want to keep previous **Fax Boom** settings and confident in their correctness, make a copy of "**settings.ini**" file before uninstall. After new installation, you can copy this file back to the installation folder of **Fax Boom**.

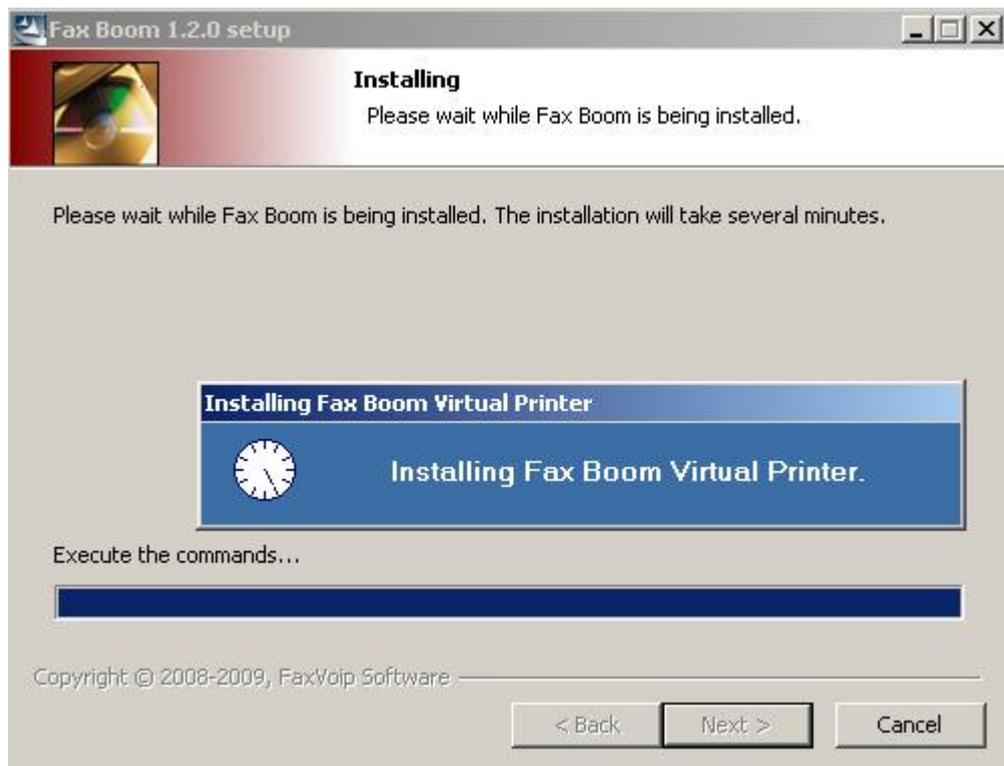
Note also that when you install or uninstall **Fax Boom**, information on your license is stored in the system. Thus there is no need to enter the license key again.

## Run the Setup Program

1. Run "**setup.exe**" from your installation CD-ROM or ZIP archive.



2. Follow the **Setup Wizard**.
3. The **Setup** program runs the **Installing Fax Boom Virtual Printer Wizard**. During this process **Windows installation CD** may be required.



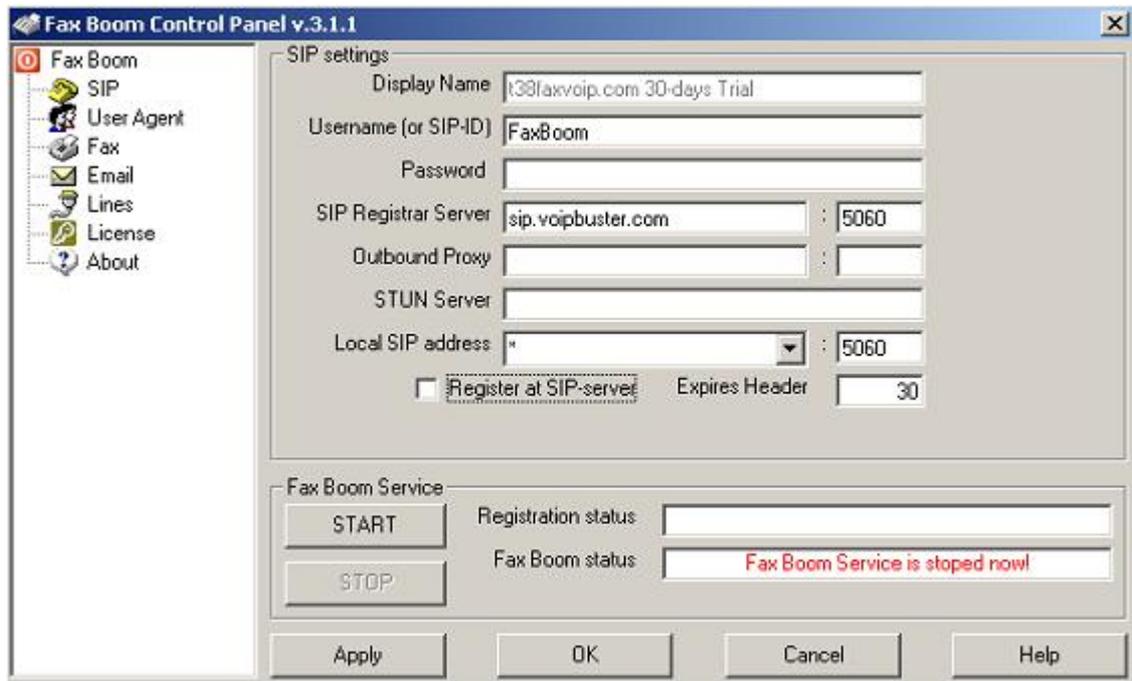
4. At the final window of the **Setup Wizard** check **“Launch Fax Boom”** and click **<Finish>** button. You will see **“Fax Boom Control Panel”** window. Follow the **“Sip, Fax and Mail settings”** instructions.



## SIP, Fax and Mail settings

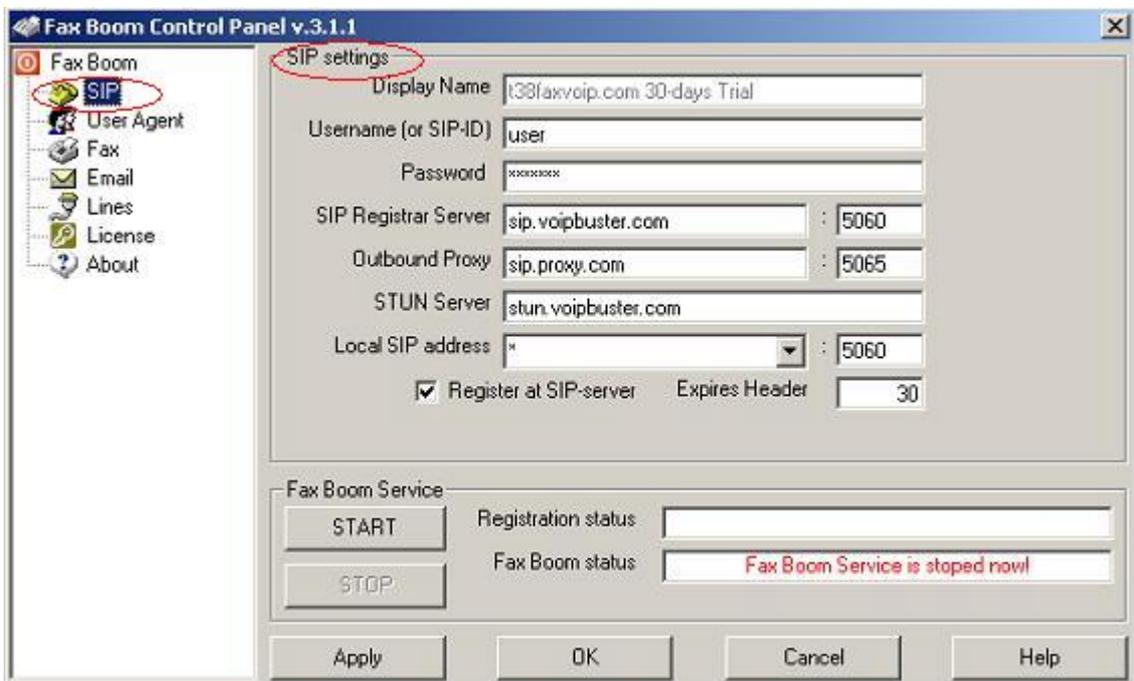
1. You will see **“Fax Boom Control Panel”** window. With basic settings (as you can see in the picture below) you can accept SIP audio-fax calls to your **Fax Boom** program to 5060

(UDP) port from any network interfaces of your PC. If you do not know your SIP settings you can skip the next step during installation.



2. Fill in your SIP Account details with the settings you received from your Service Provider or your Network Administrator. If you use one of the Betamax SIP providers, you need enter your username at Username field and your password at Password field.

## SIP Settings



### Display Name

Text entered here appears on the display of the remote phone or fax when **Fax Boom** to make outgoing calls.

Note: The default “Display Name” value for unregistered version is “t38faxvoip.com 30-days Trial” and you can not change it. The default “Display Name” value for registered version is “FaxBoom” but you can change it.

*Username (or SIP-ID)*

Account name or phone number.

*Password*

Password credential for authentication.

*SIP Registrar Server (and Port)*

Address of the SIP registrar server to be used. Registration with a registrar server may be required to receive inbound calls from a Proxy or Gateway (IP-PBX, ...).

Note: The default SIP port is 5060. If SIP port is 5060 you may not enter “5060” in Port field.

Examples:

*sip.voipbuster.com*  
*sip.yourserver.com* : **5064**  
*192.168.0.5* : **5068**

*Outbound Proxy (and Port)*

Address of the SIP proxy to be used. All outgoing calls will be routed through the SIP proxy (IP-PBX, ...)

Note: 1)The default SIP port is 5060. If SIP port is 5060 you may not enter “5060” in Port field. 2)As a rule your Outbound Proxy is equal your Registrar Server. In this case you may not enter your Outbound Proxy in this field.

Examples:

*sip.voipbuster.com*  
*myoutbound.com* : **5080**  
*192.168.0.5* : **5075**

*STUN Server (and Port)*

Address and port of the STUN Server to be used.

Note: The default STUN port is 3478. If STUN Server port is 3478 you may not enter “:3478” in STUN Server field.

Examples:

*stun.voipbuster.com*  
*stun.yourstunserver.com:3478*

*Local SIP address (and Port)*

Your Local Address and SIP port to be used to listen for SIP requests. All inbound calls will be routed to this Address and Port to listen for SIP requests; '\*' is all interfaces.

Note: 1)The default SIP port is 5060. If SIP port is 5060 you may not enter “5060” in Port field. 2)You can select '\*' or '0.0.0.0'. In this case you can listen for SIP requests at all network interfaces .3) *You need to use correct IP-address of your PC and free (from other SIP software) port here. If you have error in this fields, the Fax Boom server will not be able to start up.*

Examples:

**192.168.0.2**  
\* : **5060**  
**0.0.0.0** : **5065**

*Register at SIP-server*

Check this box if you need to have a registration with your registrar (IP-PBX, ...).

Note: 1) You can check your SIP registration at your PBX console. 2) You can also use your **Fax Boom** as a static SIP Peer to receive incoming calls without registration function. See “Using **Fax Boom** with Asterisk PBX”, for example.

*Expires Header*

Expires Header parametr for SIP registration timeout. Default value is 30 sec.

## User Agent Settings



### *SIP User Agent*

Information about the equipment or software used by SIP-user.

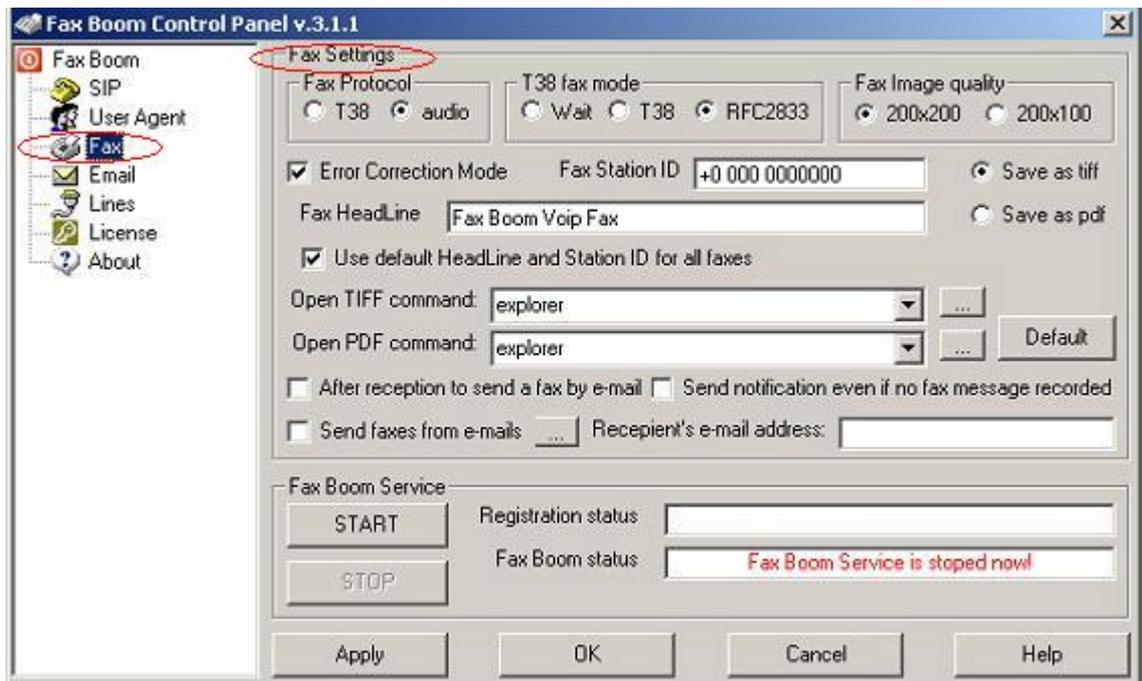
Note: The default “SIP User Agent” value for unregistered version is “Fax\_Boom\_30-days\_Trial www.t38faxvoip.com” and you can not change it. The default SIP User Agent value for registered version is “FaxBoom” but you can change it.

### *Software Vendor*

Information about the Vendor or SIP software or hardware.

Note: The default “Software Vendor” value is “FaxVoip Software”. You can change this value in registered version of Fax Boom.

## Fax Settings



*Fax Protocol*  
*t38*

Select **t38**-option to use **t38 fax protocol** for fax sending and receiving. Your sip-provider must have the support of t38.

*audio*

Select **audio**-option to use **Fax over G711 codec** for fax sending and receiving. Use this option for sending faxes through SIP-network without the support of t38. Use this option with Betamax providers.

*T38 faxmode*

(for outgoing t38-calls)

*Wait*

Wait for t38-reinvite from another side after dialing a fax number. CNG-tone is not generated.

*T38*

Do not wait for t38-reinvite from another side after dialing a fax number. CNG-tone is generated, but this does not work with every t38 SIP provider or gateway.

*RFC2833*

Sending fax CNG signal using RFC2833 standard. This option works with every t38 SIP provider or gateway.

*Fax Image quality*

*200x200 (Fine)*

Select 200x200, if you want to send high-quality faxes.

*200x100 (Normal)*

Select 200x100, if you want to send faxes with normal quality.

“Normal” fax runs two times faster than the “Fine”. You can use the property of **Fax Boom Printer** (Printer Preferences-> Advanced-> **Print Quality**) to adjust this parameter when printing a document.

*Error Correction Mode*

Check this option, if you want to use ECM (Error Correction Mode) for faxes. Using of ECM with t38 fax protocol is possible, but not recommended.

*Fax Station ID*

Default Fax ID of your virtual fax. Maximum length is 20 characters.

### *Fax HeadLine*

Default Fax HeadLine. Maximum length is 50 characters. (You can use maximum 25 characters here if you want to test this function in Trial version of **Fax Boom**). At the top of each page is transmitted date, time, headline, page number. If this field is left blank, the header is not passed. In the trial version of **Fax Boom** header is always transmitted, and provides information about using of unregistered **Fax Boom** version.

### *Use default HeadLine and Station ID for all faxes*

Check this Checkbox if you want to use default *Fax Station ID* and *Fax HeadLine* for all faxes. Do not check this checkbox if you want to have a possibility to change these fields for different faxes (using **Fax Boom Printer**).

### *Save as tiff*

Select this option, if you want to receive faxes as TIFF files

### *Save as pdf*

Select this option, if you want to receive faxes as PDF files

### *Open TIFF command*

Enter command for your **TIFF viewer software** executable file here. You can use standart options: 1) **“explorer”** – to view TIFF files in system explorer window according your system settings. 2) **“rundll32 shimgvw.dll,ImageView\_Fullscreen”** – to view TIFF files using **“Windows Picture and Fax Viewer”**. To select an executable, use a small button near the combobox.

### *Open PDF command*

Enter command for your **PDF software** executable file here. You can use standart option: **“explorer”** – to view **PDF** files in system explorer window according your system settings. Or select path to your **Acrobat Reader** application, using small button near the combobox. After choosing the exe file, you will see something like **“C:\Program Files\Adobe\Reader 8.0\Reader\AcroRd32.exe”** in the combobox.

### *Default*

Use this button to enter standart values for **“Open TIFF command”** and **“Open PDF command”**

### *After reception to send a fax by e-mail*

Check this box, if you want to redirect incoming faxes to e-mail address.

### *Send notification even if no fax messages recorded*

Check this box, if you want to receive info about unsuccessful faxes to e-mail address

### *Recipient's e-mail address*

Incoming faxes will be delivered to this email address.

### *Send faxes from e-mails*

Check this checkbox, if you want to use **“Mail to Fax function”**. The **button right of the checkbox "Send faxes from emails"** allow you to edit **mail.ini** text file and change your **attachment's file formats** and **user's email restrictions** (for advanced users).

## **E-mail Settings**

**Fax Boom** operates as a standard SMTP-POP3 mail client. You must have an account on the mail server of your provider. **This account should not be used by other mail clients to receive and send regular mail.**



### SMTP settings:

#### *Sender's e-mail address*

This e-mail must be known to SMTP server and will appear as a sender's e-mail address in your e-mail message

#### *Sender's name*

This name will appear as a sender's name in your e-mail message. The default name is **FaxBoom**, but you can leave it blank. In this case, the letter will be displayed sender's e-mail address instead of the name.

#### *SMTP Server*

Your SMTP server name.

#### *Port*

Your SMTP server port. Default value is "25".

#### *My server requires authentication*

Check this checkbox, if your SMTP server requires authentication.

#### *Login*

Username for SMTP server.

#### *Password*

Password for SMTP server.

### POP3 settings:

#### *POP3 Server*

Your POP3 server name.

#### *Port*

Your POP3 server port. Default value is "110".

#### *Login*

Username for POP3 server.

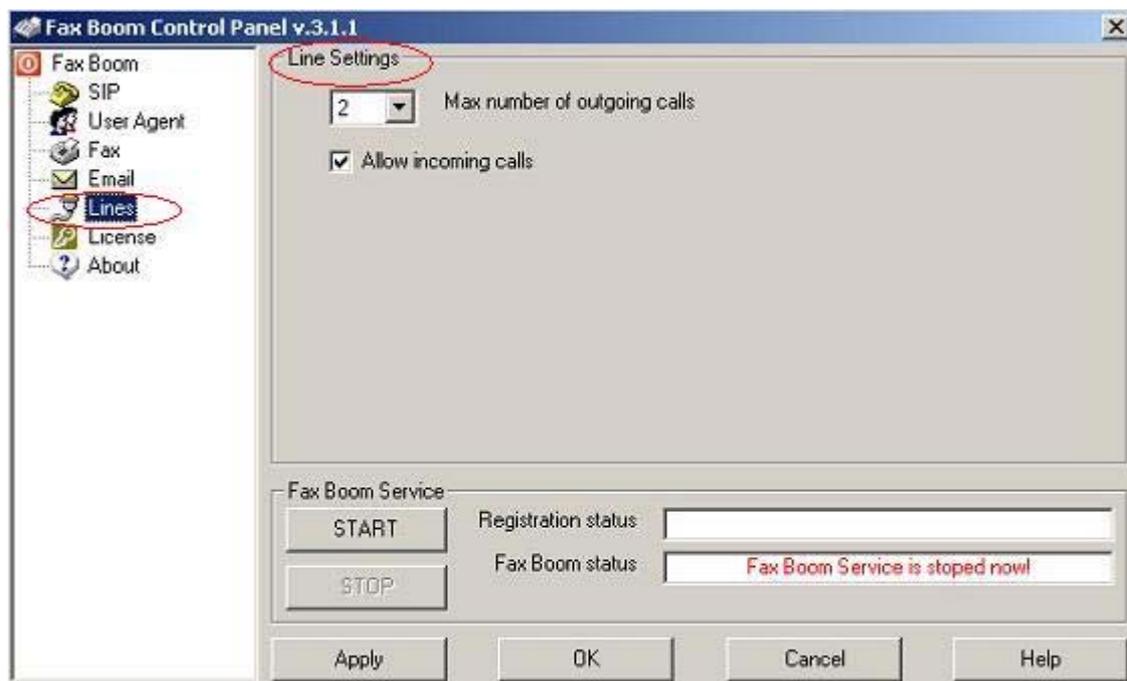
#### *Password*

Password for POP3 server.

#### *Check for new messages every ... sec*

The interval for checking mail, using "Mail to Fax" function. This value can vary from 10 to 60 seconds.

## Line Settings



### *Max number of outgoing calls*

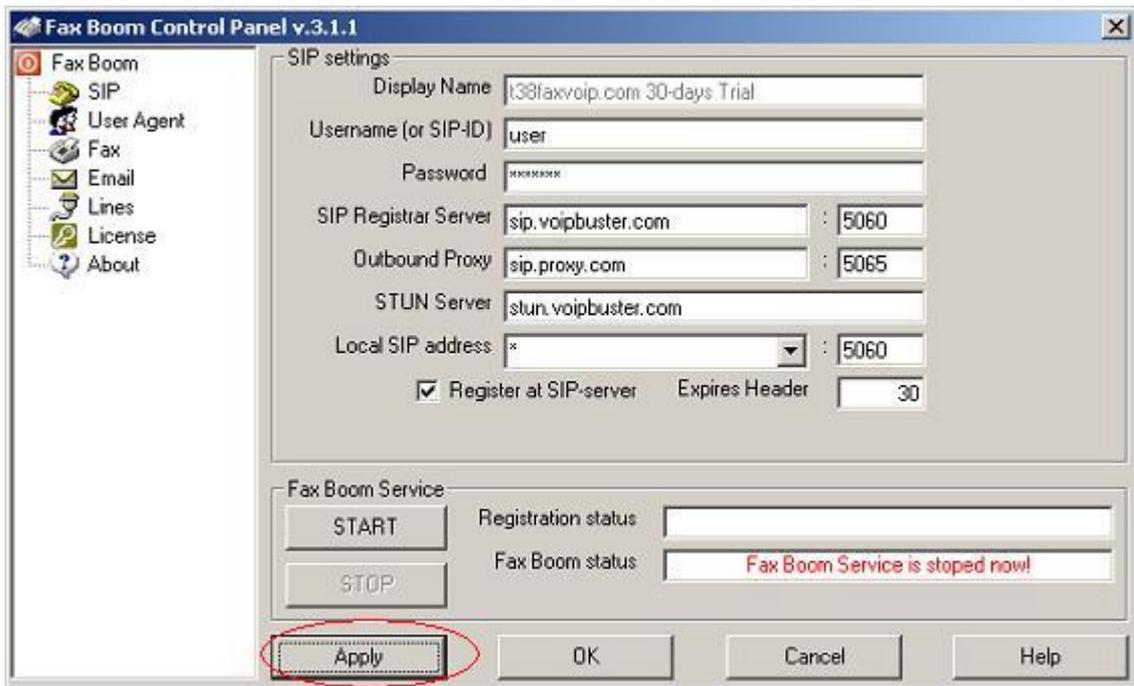
Select the number of simultaneous outgoing calls that you want to use. This number can not be more than your current license allows. Note that the possibility of initializing of outgoing call depends on the total number of calls (both outgoing and incoming). For example, if you have a license for 2 lines, and you already have 2 incoming calls, the outgoing call will be made only upon completion of one of the incoming calls.

### *Allow incoming calls*

Check this box if you want to receive incoming calls. If you do not check this box, incoming calls will not be possible.

## Voice Codec Settings

Transmission of audio-fax over IP is possible only over the G711 codec. To avoid misunderstanding, we did not add support for other voice codecs, such as G723 or GSM for t38-fax. If your t38 SIP provider does not support the G711, it is recommended to use the **Fax Voip** instead.



3. Click the <Apply> button to Save your settings. Follow the “Completing of the installation” instructions.

## Completing of the installation

1. In “Fax Boom Control Panel” Click the <OK> button to complete the installation. You will see Fax Boom icon in System Tray:



2. To do correct SIP settings we recommend to read:

[“Using Fax Boom with AXON PBX”](#)

[“Using Fax Boom with Asterisk PBX”](#)

3. Additional Fax Software is not required for Fax Boom. Fax Boom Virtual Printer is installed and ready for fax printing and sending. See:

[“Sending Faxes”](#)

4. You can download trial version **AXON PBX** from our site or from site of developments of this program.
5. **Fax Boom** allow you to receive T38 or audio faxes directly into **TIFF** or **PDF** files. The number of inbound fax calls are not limited. See:

[“Receiving Faxes”](#)

6. **Fax Boom** allow you to receive faxes as e-mails with either **PDF** or **TIFF** attachments, using **“Fax to Mail”** feature. We recommend to read:

[“Fax to Mail”](#)

7. **Fax Boom** allow you send faxes via e-mail, using **“Mail to Fax”** feature. We recommend to read:

[“Mail to Fax”](#)

## Fax Boom Control Panel

### To open Fax Boom Control Panel

Click **Start**, point to **All Programs**, point to **Fax Boom** ; click **Settings**.



#### <START>

Use this button to start **Fax Boom Service**.

#### <STOP >

Use this button to stop **Fax Boom Service**.

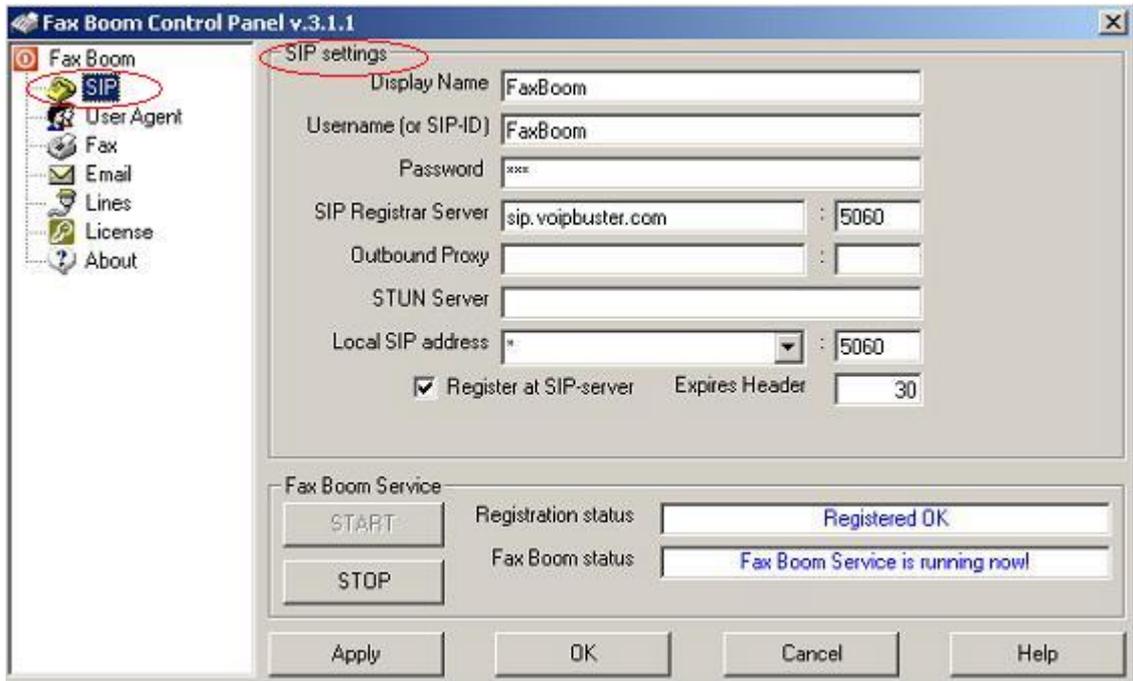
#### Registration status

This field indicates SIP Registration status (OK or description of error). This indicator works when the **Fax Boom Service** is running and the option "Register at SIP-server" is selected.

## Fax Boom status

This field indicates if **Fax Boom Service** is running

## SIP Settings



### Display Name

Text entered here appears on the display of the remote phone or fax when **Fax Boom** to make outgoing calls.

Note: The default “Display Name” value for unregistered version is “t38faxvoip.com 30-days Trial” and you can not change it. The default “Display Name” value for registered version is “FaxBoom” but you can change it.

### Username (or SIP-ID)

Account name or phone number.

### Password

Password credential for authentication.

### SIP Registrar Server (and Port)

Address of the SIP registrar server to be used. Registration with a registrar server may be required to receive inbound calls from a Proxy or Gateway (IP-PBX, ...).

Note: The default SIP port is 5060. If SIP port is 5060 you may not enter “5060” in Port field.

Examples:

***sip.voipbuster.com***  
***sip.yourserver.com*** : **5064**  
***192.168.0.5*** : **5068**

### Outbound Proxy (and Port)

Address of the SIP proxy to be used. All outgoing calls will be routed through the SIP proxy (IP-PBX, ...)

Note: 1)The default SIP port is 5060. If SIP port is 5060 you may not enter “5060” in Port field. 2)As a rule your Outbound Proxy is equal your Registrar Server. In this case you may not enter your Outbound Proxy in this field.

Examples:

*sip.voipbuster.com*  
*myoutbound.com* : *5080*  
*192.168.0.5* : *5075*

#### *STUN Server (and Port)*

Address and port of the STUN Server to be used.

Note: *The default STUN port is 3478. If STUN Server port is 3478 you may not enter “:3478” in STUN Server field.*

Examples:

*stun.voipbuster.com*  
*stun.yourstunserver.com:3478*

#### *Local SIP address (and Port)*

Your Local Address and SIP port to be used to listen for SIP requests. All inbound calls will be routed to this Address and Port to listen for SIP requests; '\*' is all interfaces.

Note: *1)The default SIP port is 5060. If SIP port is 5060 you may not enter “5060” in Port field. 2)You can select '\*' or '0.0.0.0'. In this case you can listen for SIP requests at all network interfaces .3) You need to use correct IP-address of your PC and free (from other SIP software) port here. If you have error in this fields, the Fax Boom server will not be able to start up.*

Examples:

*192.168.0.2*  
*\** : *5060*  
*0.0.0.0.* : *5065*

#### *Register at SIP-server*

Check this box if you need to have a registration with your registrar (IP-PBX, ...).

Note: *1) You can check your SIP registration at your PBX console. 2) You can also use your **Fax Boom** as a static SIP Peer to receive incoming calls without registration function. See “Using **Fax Boom** with Asterisk PBX”, for example.*

#### *Expires Header*

Expires Header parametr for SIP registration timeout. Default value is 30 sec.

## **User Agent Settings**

Parameters considered here are used in the titles of SIP-messages and inform the SIP server about the program or equipment used by the user. We can not answer for the actions of users, but believe that in some cases be useful to have this opportunity. Therefore, we allow to change “SIP User Agent” and “Software Vendor” settings. However, this feature is not available in Trial version of **Fax Boom**.



### SIP User Agent

Information about the equipment or software used by SIP-user.

Note: The default "SIP User Agent" value for unregistered version is "Fax\_Boom\_30-days\_Trial www.t38faxvoip.com" and you can not change it. The default SIP User Agent value for registered version is "FaxBoom" but you can change it.

### Software Vendor

Information about the Vendor or SIP software or hardware.

Note: The default "Software Vendor" value is "FaxVoip Software". You can change this value in registered version of Fax Boom.

## Fax Settings



## *Fax Protocol*

### *t38*

Select **t38**-option to use **t38 fax protocol** for fax sending and receiving. Your sip-provider must have the support of t38.

### *audio*

Select **audio**-option to use **Fax over G711 codec** for fax sending and receiving. Use this option for sending faxes through SIP-network without the support of t38. Use this option with Betamax providers.

## *T38 faxmode*

(for outgoing t38-calls)

### *Wait*

Wait for t38-reinvite from another side after dialing a fax number. CNG-tone is not generated.

### *T38*

Do not wait for t38-reinvite from another side after dialing a fax number. CNG-tone is generated, but this does not work with every t38 SIP provider or gateway.

### *RFC2833*

Sending fax CNG signal using RFC2833 standard. This option works with every t38 SIP provider or gateway.

## *Fax Image quality*

### *200x200 (Fine)*

Select 200x200, if you want to send high-quality faxes.

### *200x100 (Normal)*

Select 200x100, if you want to send faxes with normal quality.

“Normal” fax runs two times faster than the “Fine”. You can use the property of **Fax Boom Printer** (Printer Preferences-> Advanced-> **Print Quality**) to adjust this parameter when printing a document.

## *Error Correction Mode*

Check this option, if you want to use ECM (Error Correction Mode) for faxes. Using of ECM with t38 fax protocol is possible, but not recommended.

## *Fax Station ID*

Default Fax ID of your virtual fax. Maximum length is 20 characters.

## *Fax HeadLine*

Default Fax HeadLine. Maximum length is 50 characters. (You can use maximum 25 characters here if you want to test this function in Trial version of **Fax Boom**). At the top of each page is transmitted date, time, headline, page number. If this field is left blank, the header is not passed. In the trial version of **Fax Boom** header is always transmitted, and provides information about using of unregistered **Fax Boom** version.

## *Use default HeadLine and Station ID for all faxes*

Check this Checkbox if you want to use default *Fax Station ID* and *Fax HeadLine* for all faxes. Do not check this checkbox if you want to have a possibility to change these fields for different faxes (using **Fax Boom Printer**).

## *Save as tiff*

Select this option, if you want to receive faxes as TIFF files

## *Save as pdf*

Select this option, if you want to receive faxes as PDF files

## *Open TIFF command*

Enter command for your **TIFF viewer software** executable file here. You can use standart options: 1) “**explorer**” – to view TIFF files in system explorer window according your system settings. 2) “**rundll32 shimgvw.dll,ImageView\_Fullscreen**” – to view TIFF files using “**Windows Picture and Fax Viewer**”. To select an executable, use a small button near the combobox.

### Open PDF command

Enter command for your **PDF software** executable file here. You can use standart option: **“explorer”** – to view **PDF** files in system explorer window according your system settings. Or select path to your **Acrobat Reader** application, using small button near the combobox. After choosing the exe file, you will see something like **“C:\Program Files\Adobe\Reader 8.0\Reader\AcroRd32.exe”** in the combobox.

### Default

Use this button to enter standart values for **“Open TIFF command”** and **“Open PDF command”**

### After reception to send a fax by e-mail

Check this box, if you want to redirect incoming faxes to e-mail address.

### Send notification even if no fax messages recorded

Check this box, if you want to receive info about unsuccessful faxes to e-mail address

### Recipient's e-mail address

Incoming faxes will be delivered to this email address.

### Send faxes from e-mails

Check this checkbox, if you want to use **“Mail to Fax function”**. The **button right of the checkbox "Send faxes from emails"** allow you to edit **mail.ini** text file and change your **attachment's file formats** and **user's email restrictions** (for advanced users).

## E-mail Settings

**Fax Boom** operates as a standard SMTP-POP3 mail client. You must have an account on the mail server of your provider. **This account should not be used by other mail clients to receive and send regular mail.**



### SMTP settings:

#### Sender's e-mail address

This e-mail must be known to SMTP server and will appear as a sender's e-mail address in your e-mail message

#### Sender's name

This name will appear as a sender's name in your e-mail message. The default name is **FaxBoom**, but you can leave it blank. In this case, the letter will be displayed sender's e-mail address instead of the name.

*SMTP Server*

Your SMTP server name.

*Port*

Your SMTP server port. Default value is "25".

*My server requires authentication*

Check this checkbox, if your SMTP server requires authentication.

*Login*

Username for SMTP server.

*Password*

Password for SMTP server.

**POP3 settings:**

*POP3 Server*

Your POP3 server name.

*Port*

Your POP3 server port. Default value is "110".

*Login*

Username for POP3 server.

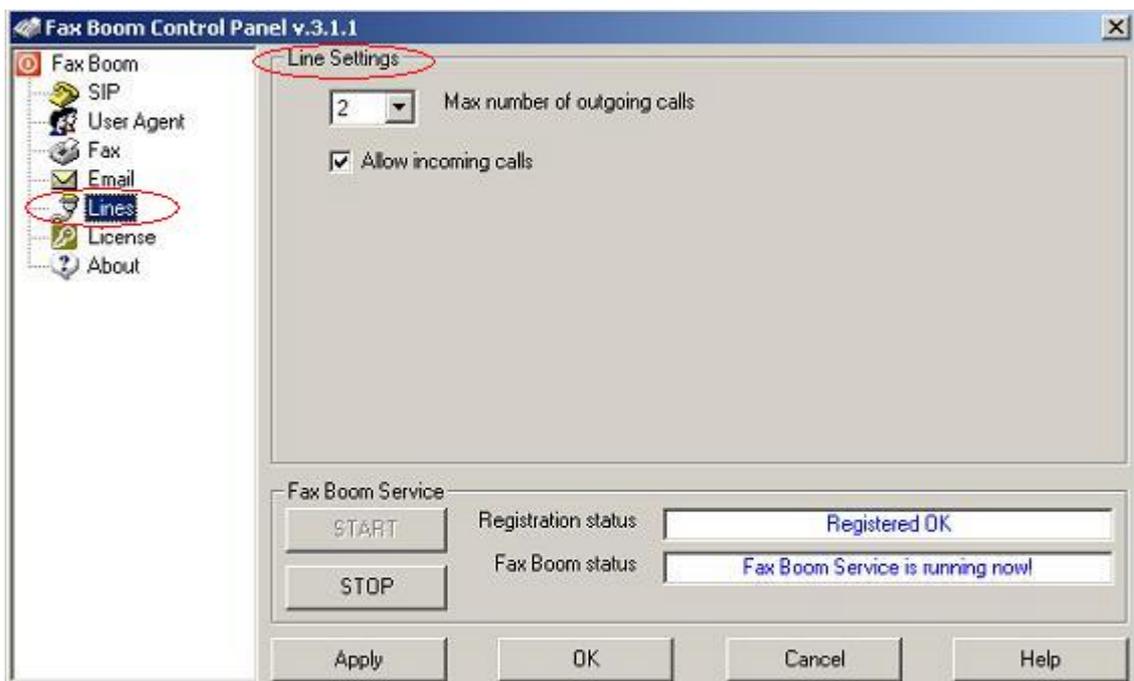
*Password*

Password for POP3 server.

*Check for new messages every ... sec*

The interval for checking mail, using "Mail to Fax" function. This value can vary from 10 to 60 seconds.

## Line Settings



*Max number of outgoing calls*

Select the number of simultaneous outgoing calls that you want to use. This number can not be more than your current license allows. Note that the possibility of initializing of outgoing call depends on the total number of calls (both outgoing and incoming). For example, if you have a license for 2 lines, and you already have 2 incoming calls, the outgoing call will be made only upon completion of one of the incoming calls.

#### *Allow incoming calls*

Check this box if you want to receive incoming calls. If you do not check this box, incoming calls will not be possible.

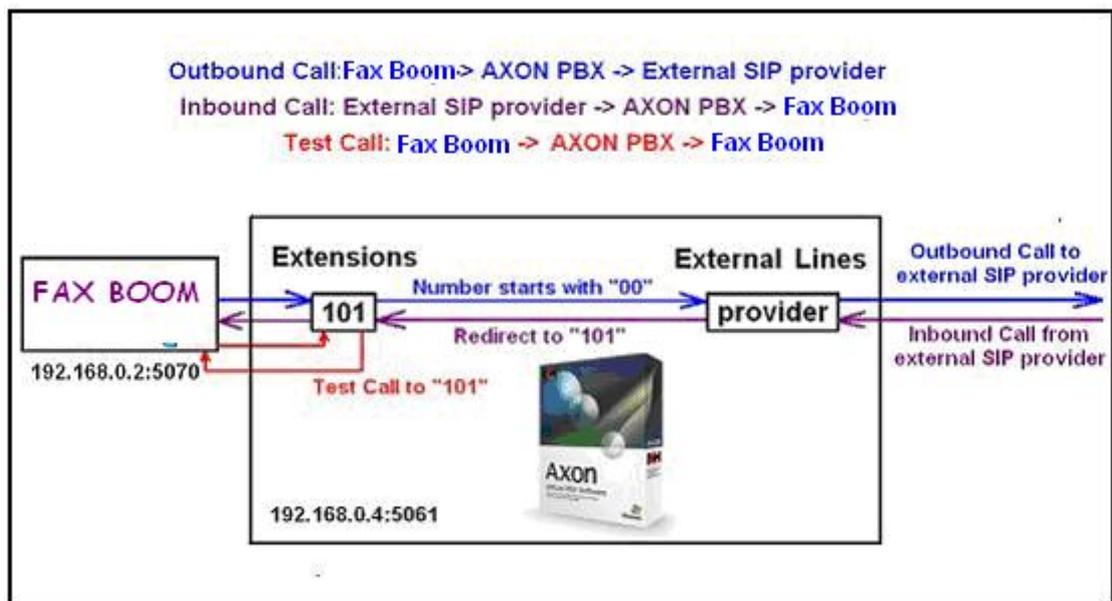
## Voice Codec Settings

Transmission of audio-fax over IP is possible only over the G711 codec. To avoid misunderstanding, we did not add support for other voice codecs, such as G723 or GSM for t38-fax. If your t38 SIP provider does not support the G711, it is recommended to use the **Fax Voip** instead.

## Using Fax Boom with SIP Soft

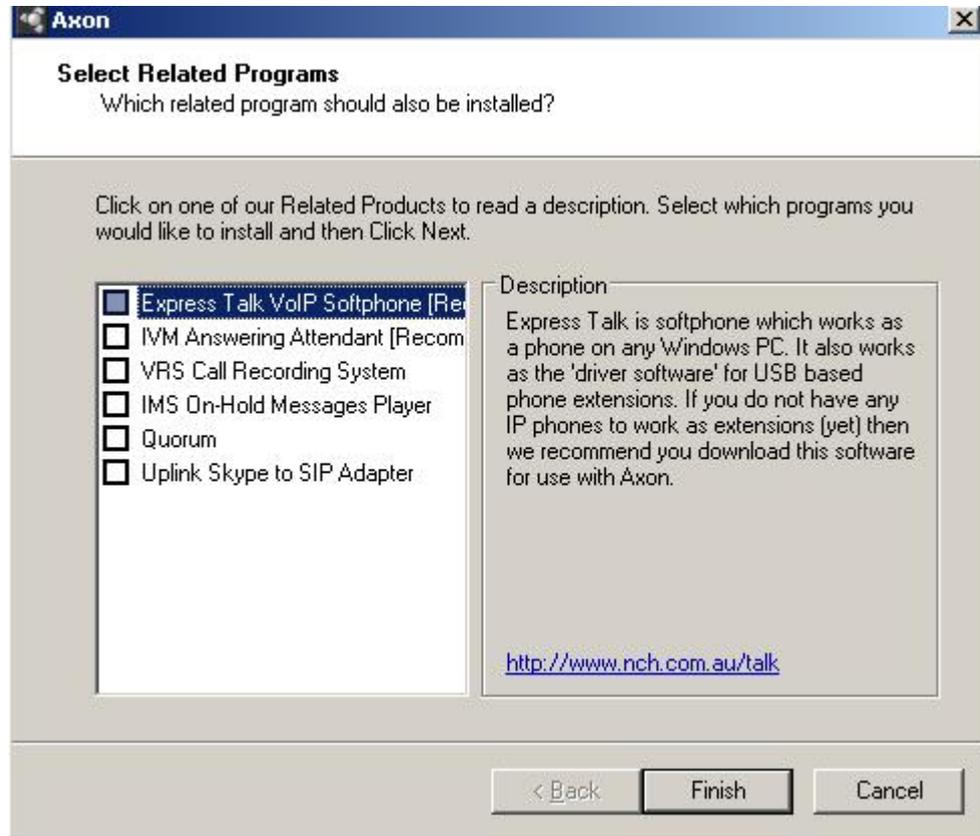
### Using Fax Boom with AXON PBX

1. Axon is a virtual PBX for Windows or Linux designed to manage calls. Axon is a very easy PBX with support for fax t38 calls. You can download it from our site: <http://www.t38faxvoip.com/downloads/pbxsetup.exe> or from <http://www.nch.com.au/pbx/index.html> .
2. Example: we have our **AXON PBX** at **192.168.0.4:5061** and we have our **Fax Boom** at **192.168.0.2:5070**. And we want to configure **Fax Boom** as an extension of **AXON PBX** with internal number **101**. We also have our SIP provider: **sip.provider.com** . All calls from **Fax Boom** starting with “00” must go to our **provider** via **AXON PBX**, all calls from **provider** must go to our **Fax Boom** via **AXON PBX**. The call from **Fax Boom** to Number “101” must go to another **Fax Boom** line via **AXON PBX** (test). The picture below illustrates the basic using of **Fax Boom** with **AXON PBX**.

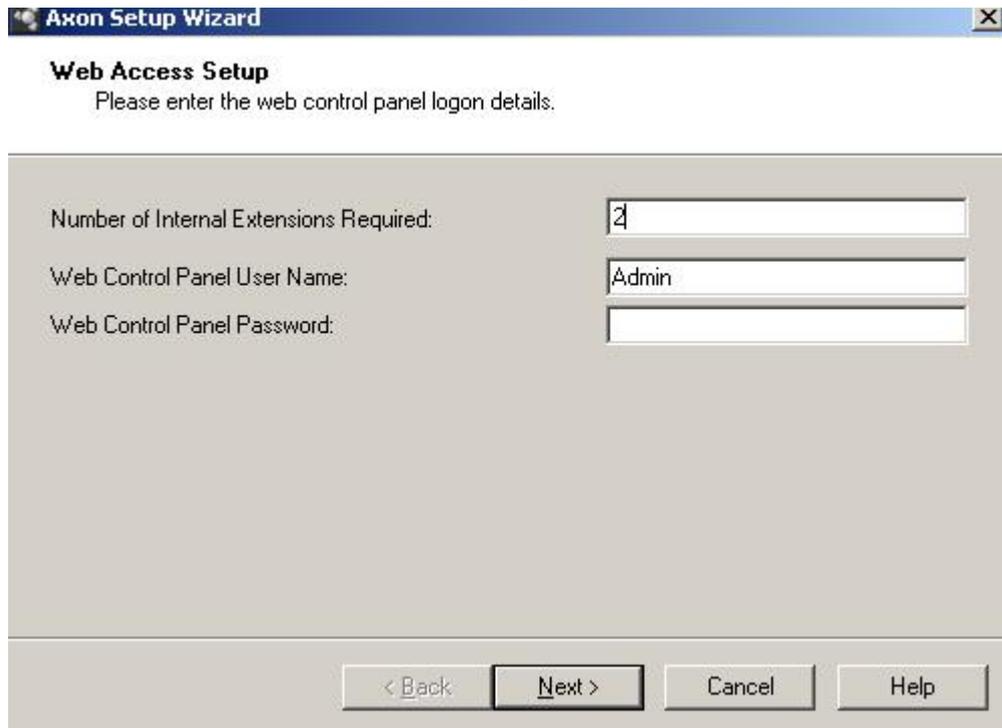


## To install the AXON PBX

1. Follow the **Axon PBX** Setup Wizard.
2. It's important: if it is the first installation of **AXON PBX** do not install "Related Programs". You need to understand how **AXON PBX** works with **Fax Boom**. You can install these programs later, if you want to learn them.



3. Create 1 or 2 Internal extensions. You do not know, if you need more extensions. You can create additional extensions later. Save username as "Admin" and password "free", you can change "user" and "password" later.



**Axon Setup Wizard**

**Web Access Setup**  
Please enter the web control panel logon details.

Number of Internal Extensions Required:

Web Control Panel User Name:

Web Control Panel Password:

< Back   Next >   Cancel   Help

### To configure the AXON PBX with Fax Boom

1. Open Axon **Web Control** in your Internet Explorer, enter your Username and Password and Click the **“Open Control Panel”** button.



**Axon** [Help](#)

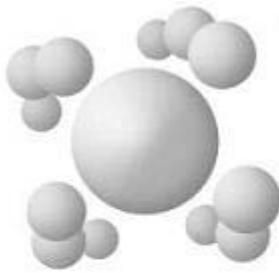
Please enter your user name and password:

User Name

Password

**Axon v 1.09**   © NCH Swift Sound  
[www.nch.com.au](http://www.nch.com.au)

2. Select **“Extensions”**



## **Extensions** →

Extensions are phones within your organisation. They can be phones you just plug into your network (IP phones), USB phones or softphones. Use the Extensions section to add new extensions, change an extension or set the outbound dialing plans.

## **External Lines** →

External lines are incoming phone numbers from the outside world. They can be a PSTN to VoIP gateway service (for ordinary phone numbers), a SIP service for

### **Actions:**

[Add Extension](#)  
[Add External Line](#)  
[Add Group or Queue](#)  
[View Logs](#)

### **Related Software:**

[Express Talk Softphone](#)  
[IVM Answering Attendant](#)  
[IMS On-Hold Messages System](#)  
[Other telephony software..](#)

[Help \(Manual\)](#)  
[Axon Home Page](#)  
[Recommended VoIP Telephone Companies](#)  
[Recommended VoIP Hardware](#)

3. Click the **“Extension 101”** and check/modify settings for this extension. If you are not able to select Outbound Dialing Plan “main”, skip this step for the first time. Click the **“Save Changes”** button.

Extension

Extension ID (or User Name):

Display Name:

Password:

Outbound Dialing Plan:

Voice Mail

Use voice mail if not answered or busy

Voice Mail Extension:

Time before Voice Mail (seconds):

Transfer if Not Answered

Transfer the call if not answered

Transfer to Number:

Time before transfer (seconds):

Call Recorder

Record Outgoing Calls

Warning: Unnecessary recording can cause delays on audio transmission.  
[Click here to set the Recorder Settings](#)

More Info

Extensions can be one of the following:

- [IP Phones](#)
- [USB Phones](#)
- [Softphones](#)
- [Other VoIP Software](#)
- [FXS Adapters](#)

4. Select the “**External Lines**”. Click the “**Add New External Line**” button.

Extensions External Lines Dialing Plans Groups Logs

External Line Name	ID or Username	Proxy Server	Ring On
There are no items in this list			

Add New External Line

**More Info**  
To connect to an external phone line you need one of the following:

- Sip Gateway Service
- FXO Adapter

5. Enter your SIP Account details here with the settings you received from your Service Provider. You can use the “**Advanced Line Settings**” button, if you need. Do not forget to set “Incoming Calls Ring On Extension... **101**”: this feature will be used for incoming calls to FaxVoip. Click the “**Save Changes**” button.

External Line

Line Name:

Server:

ID or User Name:

Password:

Incoming Calls Ring On Extension or Group:

Call Recorder

Record Incoming Calls

Warning: Unnessary recording can cause delays on audio transmission

[Click here to set the Recorder Settings](#)

Advanced Line Settings | Save Changes | Cancel

More Info

To connect to an external phone line you need one of the following:

[Sip Gateway Service](#)

[FXO Adapter](#)

6. Click the “Add New Outbound Dialing Plan” Button in “Dialing Plans” window

Extensions External Lines **Dialing Plans** Groups Logs

Outbound Dialing Plan	Default Dial On Line
There are no items in this list	

Add New Outbound Dialing Plan

7. Enter a name for your New Outbound Dialing Plan (“**main**”) and Click the “**Save Changes**” Button.

Please enter the outbound dialing plan name:

Outbound Dialing Plan Name

Save Changes Cancel

8. Click “**Add Dial Rule**”. You need to add Dial Rule to route all external calls (stats with “00”, for example) to external line “**provider**”

Outbound Dialing Plan:

If number starts with	Remove digits	Prepend	Dial on line
There are no items in this list			

**Add Dial Rule**

If sip host is	Dial on line
There are no items in this list	

**Add Sip Rule**

If none of the above applies, dial on line:

9. In **“If number starts with”** field enter: **00**, In **“Dial on Line”** field select: **provider** . Click the **“Save Changes”** Button.

Please enter the dial based rule details:

If number starts with:

->Remove digits:

->Prepend:

->Dial On Line:

10. Your outbound Dialing Plan “main” must be like here. Click the **“Save Changes”** Button.

Outbound Dialing Plan:

If number starts with	Remove digits	Prepend	Dial on line
00	0		provider  

**Add Dial Rule**

If sip host is	Dial on line
There are no items in this list.	

**Add Sip Rule**

If none of the above applies, dial on line:

11. Now you must go to “**Extensions**” and do some changes. In “**Extension 101**” **select “Outbound Dialing Plan”: main.** Click the “**Save Changes**” Button.

**Extension**

Extension ID (or User Name):

Display Name:

Password:

Outbound Dialing Plan:

**Voice Mail**

Use voice mail if not answered or busy

Voice Mail Extension:

Time before Voice Mail (seconds):

**Transfer if Not Answered**

Transfer the call if not answered

Transfer to Number:

Time before transfer (seconds):

**Call Recorder**

Record Outgoing Calls

Warning: Unnecessary recording can cause delays on audio transmission.  
[Click here to set the Recorder Settings](#)

**More Info**

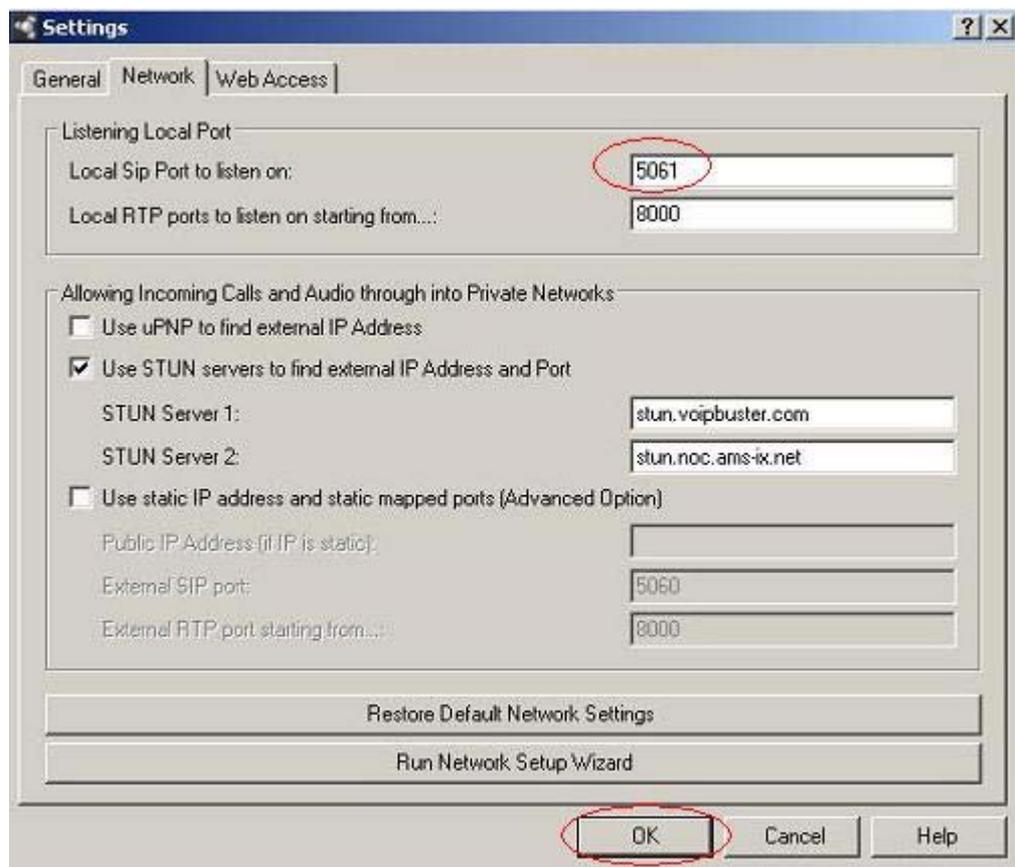
Extensions can be one of the following:

- [IP Phones](#)
- [USB Phones](#)
- [Softphones](#)
- [Other VoIP Software](#)
- [FXS Adapters](#)

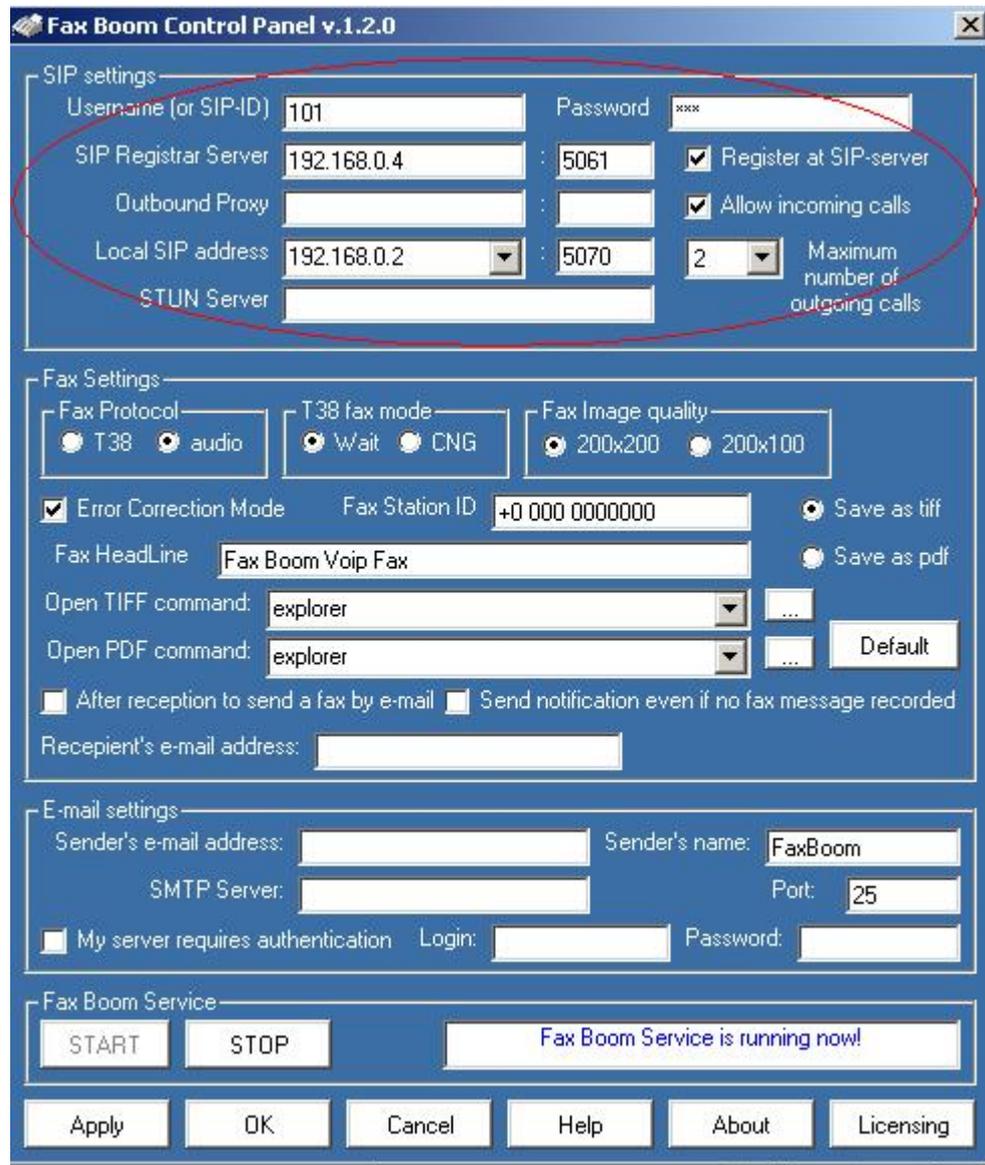
12. In **AXON PBX** Console click the **<Settings>** button.



13. In **Settings** window check **“Local Sip Port to listen on”** field. Change it, if need. Click the **<OK>** button.



14. In **Fax Boom Control Panel** you must change SIP-settings according to **AXON PBX** settings.



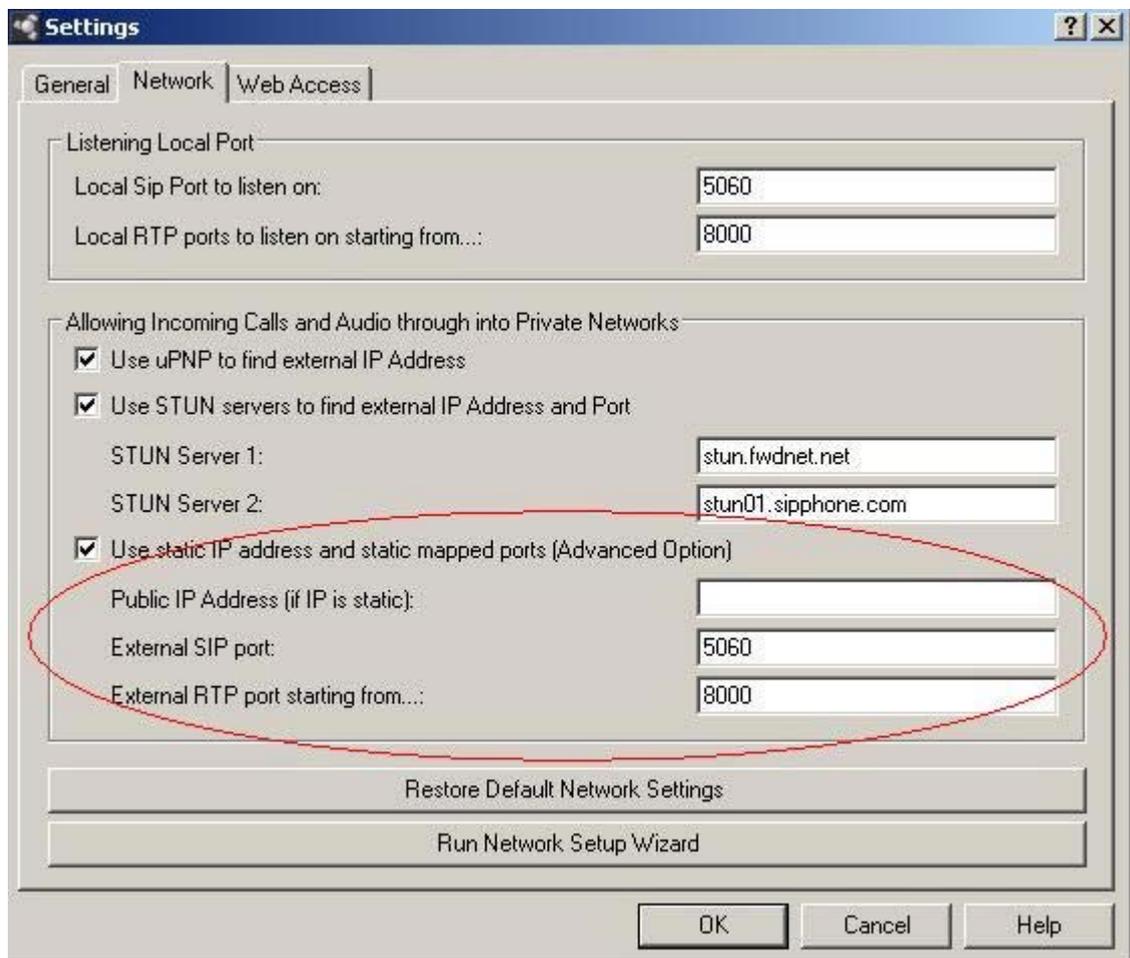
15. In **Fax Boom Control Panel** Click **<Apply>** button, then click **<STOP>** button, then click **<START>** button. In **AXON PBX** console you will see a message about registration.



## Comments about using Fax Boom with AXON PBX

1. To do outgoing fax call from **Fax Boom** , you need to print a document using **Fax Boom Virtual Printer**, set fax number to send a fax like “00XXXXXXXXXX” in **Fax Boom SendBoom** window and send a fax. **Fax Boom** works as an extension 101 of **AXON PBX** and calls according to dial-plan “main”, according dial-rule for “00” to “**provider**”.
2. Accepting inbound calls from external provider to **Fax Boom**: as the call is coming to “**Provider**” line in **AXON PBX**, **AXON PBX** redirects the call to Extension 101 (to **Fax**

- Boom**). Stable SIP registration is supported, so you do not need to provide static route to **Fax Boom** to work with Inbound Calls.
3. You can do a **test call** from one line to another using **AXON**. Do the test call from one line to number "101". The call will be redirected to another **Fax Boom** line. If the another fax line is in "autoanswer" mode, the fax call will be answered.
  4. If you have problems with faxing using this construction, you can try to do some steps. If there are problems with **AXON**, you can try: 1) to provide external ip-address for your pc 2) to provide DMZ for PC with **Fax Boom**. 3) To install **AXON PBX** to another PC... The behaviour of voip-faxing depends on your SIP-provider, your sip and network environment, model of your router.
  5. If you have problems with inbound faxes (no fax tone, when dialing to **Fax Boom** from external SIP Network), using **Fax Boom** with **AXON PBX**, as for inbound fax calls from external SIP Network to **Fax Boom**, it is important to check "Use static IP address and static mapped ports" option in **AXON PBX** "Network Settings" panel and enter "External SIP port" and "External RTP port starting from..." values. No need to enter your "Public IP address" here. You must also provide DMZ for PC with **Fax Boom**.



## Using Fax Boom with Asterisk PBX

Example: we have our **ASTERISK PBX** at **192.168.0.3:5060** and we have our **Fax Boom** at **192.168.0.2:5070**. And we want to configure **Fax Boom** as an extension to Asterisk with internal asterisk number **110**.

### To configure Asterisk PBX with Fax Boom

1. Open your `/etc/asterisk/sip.conf` file.
2. In **T.38 FAX PASSTHROUGH SUPPORT** section you should activate support for T38-fax:

*t38pt\_udptl = yes ; Default false*

3. In SIP device section you should add FaxVoip as your SIP device

*[faxvoip]  
type=friend  
host=192.168.0.2  
username=faxboom  
secret=password  
dtmfmode=rfc2833  
nat=no  
canreinvite=no  
context=YourOutboundContext  
callerid=yourcallerid  
port=5070*

4. Save and close your `/etc/asterisk/sip.conf` file.
5. Open your `/etc/asterisk/extensions.conf` file.
6. In your context for Inbound Fax Calls create the rule:

*exten => 110,1,Dial(SIP/faxboom,90,g) ;Route all calls to number 110 to Fax Boom*

7. Save and close your `/etc/asterisk/extensions.conf` file.
8. Restart your Asterisk PBX system.

## To configure Fax Boom with Asterisk PBX

1. Open your **Fax Boom Control Panel**.
2. Do the following SIP-settings:

*Username (or SIP-ID): faxboom  
Password: password  
SIP Registrar Server: 192.168.0.3:5060  
Outbound Proxy: 192.168.0.3:5060  
Local SIP address: 192.168.0.2:5070  
Register at SIP-server: unchecked  
Allow incoming calls: checked  
Maximum number of outgoing calls: NUMBER*

3. Click **<Apply>** button.
4. Restart your **Fax Boom Service**. Click **<STOP>** button, then click **<START>** button.

## Comments about using Fax Boom with Asterisk PBX

1. Not all versions of Asterisk PBX support **T.38 FAX PASSTHROUGH**. Use **1.4** or **1.6** versions of Asterisk PBX, to send-receive T38-faxes.

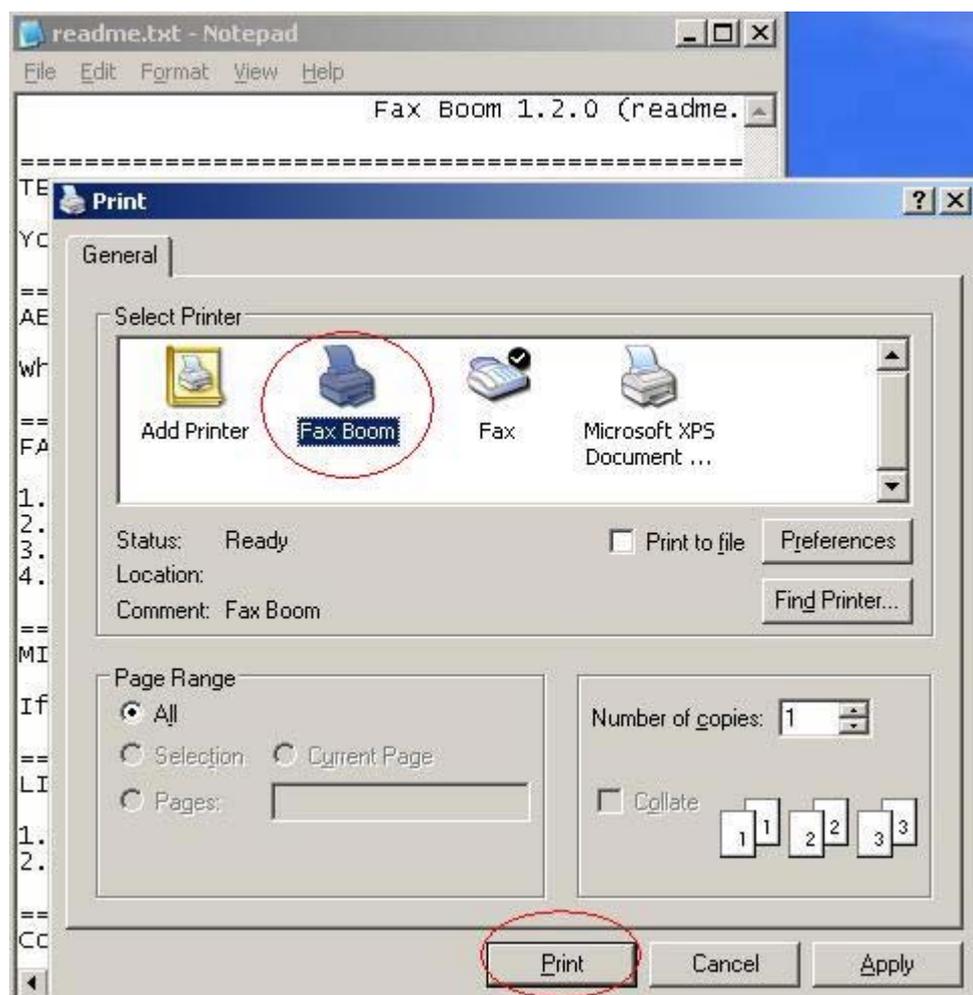
2. Do not Register your **Fax Boom** with your Asterisk PBX. Asterisk works fine with **Fax Boom** without any registrations.
3. There are some troubles and bugs with T38 in Asterisk PBX. Asterisk PBX works fine for Incoming **Fax Boom** T38 Calls (**Fax Boom** is a Receiver of faxes). But there are some problems with Outgoing **Fax Boom** T38 Calls (**Fax Boom** is a Sender of faxes). The result depends on your T38-environment and your SIP-provider settings. We have a solution for this, this solution can help to resolve your problem, but it may not work. If you are interested in this solution, you can write a letter to our technical support and we can try to help.

## Sending and Receiving Faxes

### Send a Fax with Fax Boom Virtual Printer

#### To send a fax

1. Open the document you want to fax.
2. On the **File** menu, click **Print**. On the **Print** dialog box, select printer **Fax Boom**. Then, click **Print**.



3. On the **Fax Boom Send Fax Wizard** enter the recipient fax number in the **Fax number** field.



4. Change your **Fax Station ID** and your **Fax Headline** if need. To allow to do these changes you need to uncheck **“Use default Headline and Station ID for all faxes”** in **Fax Boom Control Panel**.
5. Click **Send Fax** button.

**Fax Boom** will automatically call the fax numbers and send the fax. You can see results of fax sending in the **Fax Boom Log Book** application.

### In Windows Vista and Windows 2008

1. **Fax Boom Send Fax Wizard** does not display a window with the image of the fax. This is due to the lack of **"Windows Picture and Fax Viewer"** in these operating systems. To view a fax, you can use **<View Fax>** button. This button opens up your fax image in the **"Windows Photo Gallery"**. It should also be noted that **"Windows Photo Gallery"** is not installed in **Windows Server 2008** by default. To install the **"Windows Photo Gallery"** in the **Windows Server 2008**, you must install the **"Desktop Experience"** feature by using your **"Server Manager"**.

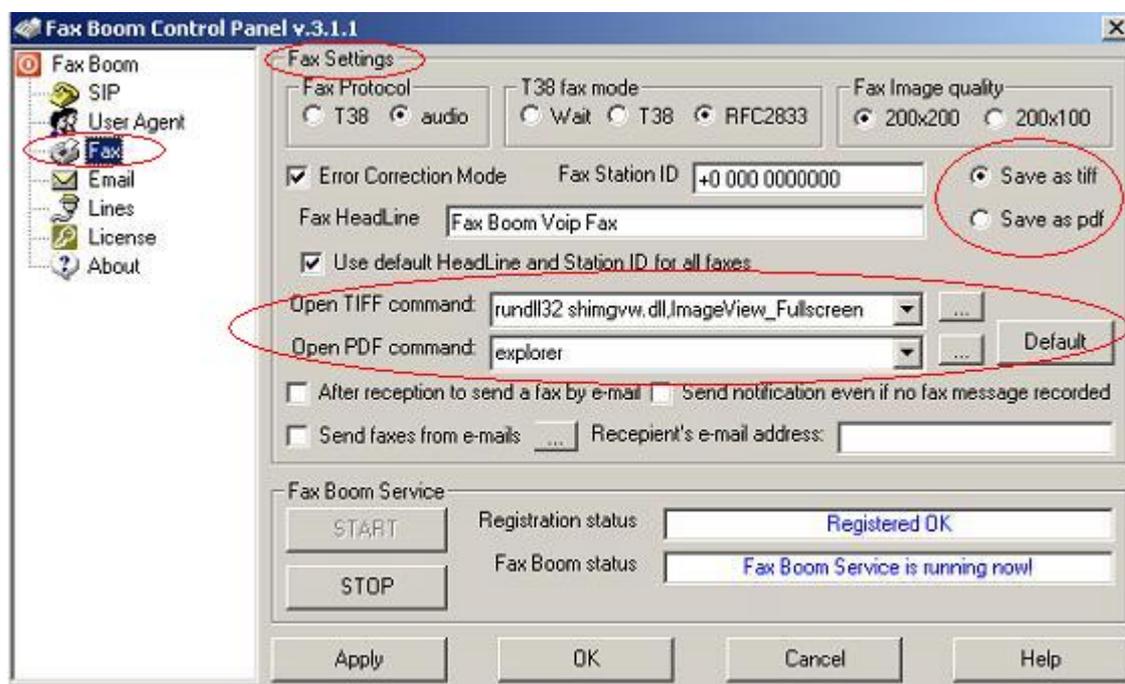
2. "**Fax Boom Send Fax Wizard**" window appears below the window of application from which you are printing. "**Fax Boom Send Fax Wizard**" icon in the taskbar “flashes”. We are working on this problem but unfortunately the decision does not currently found.

## Receiving Faxes as TIFF or PDF files

**Fax Boom** allow you to receive T38 or AUDIO faxes directly into TIFF or PDF files. The **Fax Boom Service** can redirect all incoming faxes into TIFF or PDF files. The number of incoming fax calls are not limited. You can choose to have your faxes delivered as either TIFF or PDF files. The default delivery format is TIFF. You can change the delivery format in **Fax Boom Control Panel**. Multi-page **TIFF viewer software** is required to view faxes sent as TIFF files, and **Adobe Acrobat Reader** is required to view faxes sent as PDF files. You can manage your faxes, using **Log Book Fax Boom** application. If your delivery format is TIFF, you can save received fax as either TIFF or PDF file in any place of your hard drive, using **Log Book Fax Book** application. If your delivery format is PDF, you can save received fax as PDF file.

### Settings for Fax to TIFF (PDF)

1. Open your **Fax Boom Control Panel**.
2. Click “**Fax**” in TreeView.



3. Select “**Save as tiff**”, if you want to have your faxes delivered as TIFF files. Or select “**Save as pdf**”, if you want to have your faxes delivered as PDF files.
4. Enter or select your **TIFF viewer software** in “**Open TIFF command**” combobox. You can use standart options: 1) “**explorer**” – to view TIFF files in system explorer window according your system settings. 2) “**rundll32 shimgvw.dll,ImageView\_Fullscreen**” – to view TIFF files using “**Windows Picture and Fax Viewer**”.

5. Enter or select your PDF software in “**Open PDF command**” combobox. You can use standart option: “**explorer**” – to view **PDF** files in system explorer window according your system settings. Or select path to your **Acrobat Reader** application, using small button near the combobox. After choosing the exe file, you will see something like “**C:\Program Files\Adobe\Reader 8.0\Reader\AcroRd32.exe**” in the combobox.
6. Click <**Apply**> button to save settings. To restart **Fax Book** server click <**STOP**> button, then click <**START**> button. You need also restart **Log Book** application, if you have changed “**Open TIFF command**” or(and) “**Open PDF command**”.

## Fax Boom Log Book Application

**Fax Boom Log Book Application** allow you to manage incoming and outgoing faxes. To open **Loog Book** application, click “**Open Loog Book**”, using **Fax Boom** icon menu in your **Windows System Tray**.



Using **Loog Book**, you can:

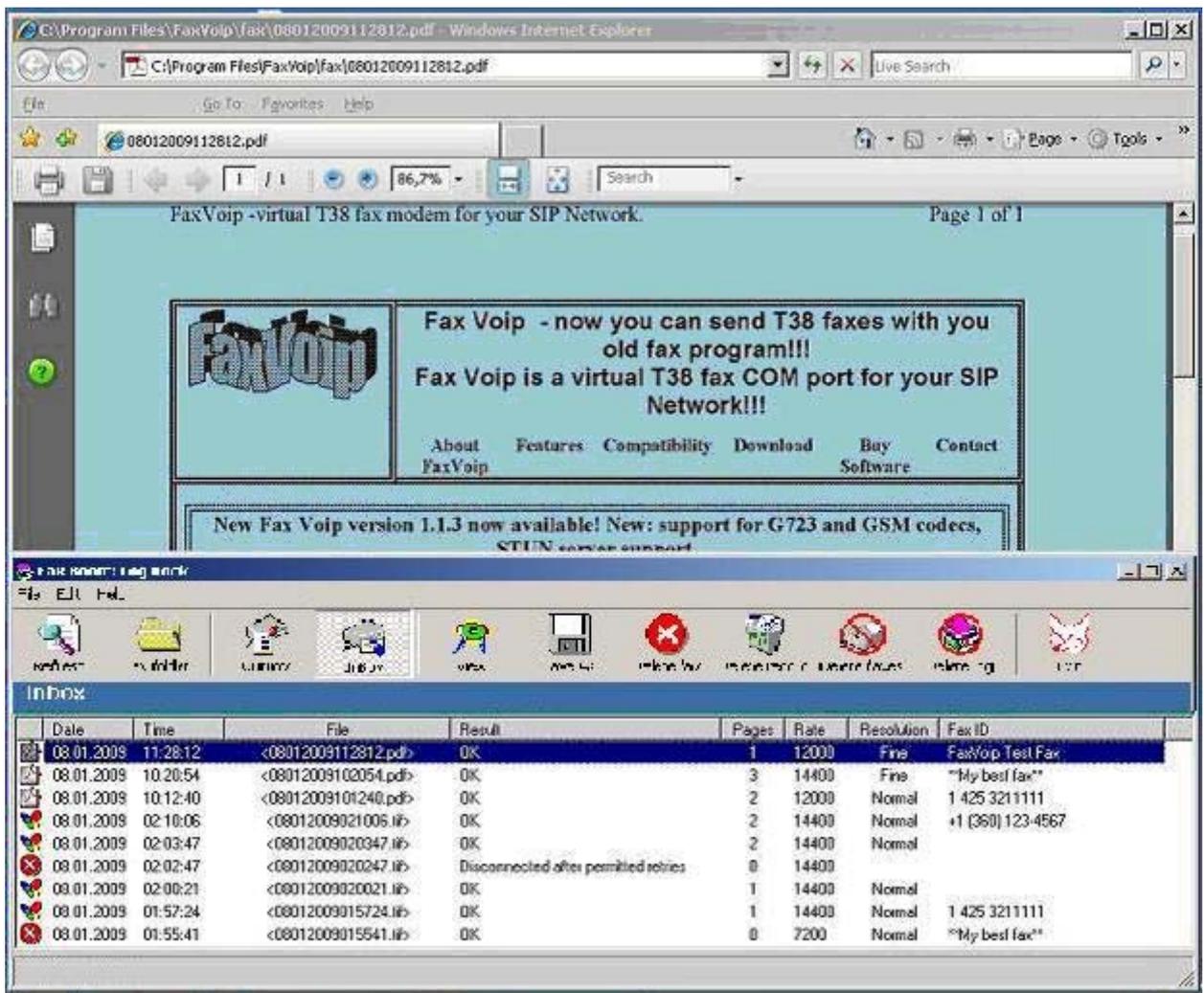
- 1) View fax info in real time mode.
- 2) View faxes, using **TIFF viewer software** and **Adobe Acrobat Reader**.
- 3) Save faxes as TIFF or PDF files
- 4) Delete log string or logfile.
- 5) Delete faxes.



## Viewing Faxes

To view fax image:

1. In **Log Book** select the line with fax info.
2. Double click the line or click **<View>** button or press **<F3>**.
3. You will see new window with fax picture.



## Saving Faxes

To save fax as another file:

1. In **Log Book** select the line with fax info.
2. Click **<Save As>** button or press **<Ctrl+S>**.
3. In system **"Save As"** Window select path to new file.
4. Select type of file: **Faxes (\*.tif)** or Adobe **PDF Files (\*.pdf)**. Note, that if your delivery format is TIFF, you can save received fax as either TIFF or PDF file in any place of your hard drive. If your delivery format is PDF, you can save received fax as PDF file only.
5. Enter name for destination file.
6. Click **<Save>** button.

## Managing Faxes

In **Log Book** you can use following commands:

Command	Shortcut	Description
File->Refresh	F5	Refresh fax info
File->Fax Folder	<Ctrl+F>	Open folder with fax files
File->Exit	<Ctrl+X>	Close Log Book
Edit->View	F3	View fax file (TIFF or PDF)
Edit->Save As...	<Ctrl+S>	Save a fax as another TIFF or PDF file

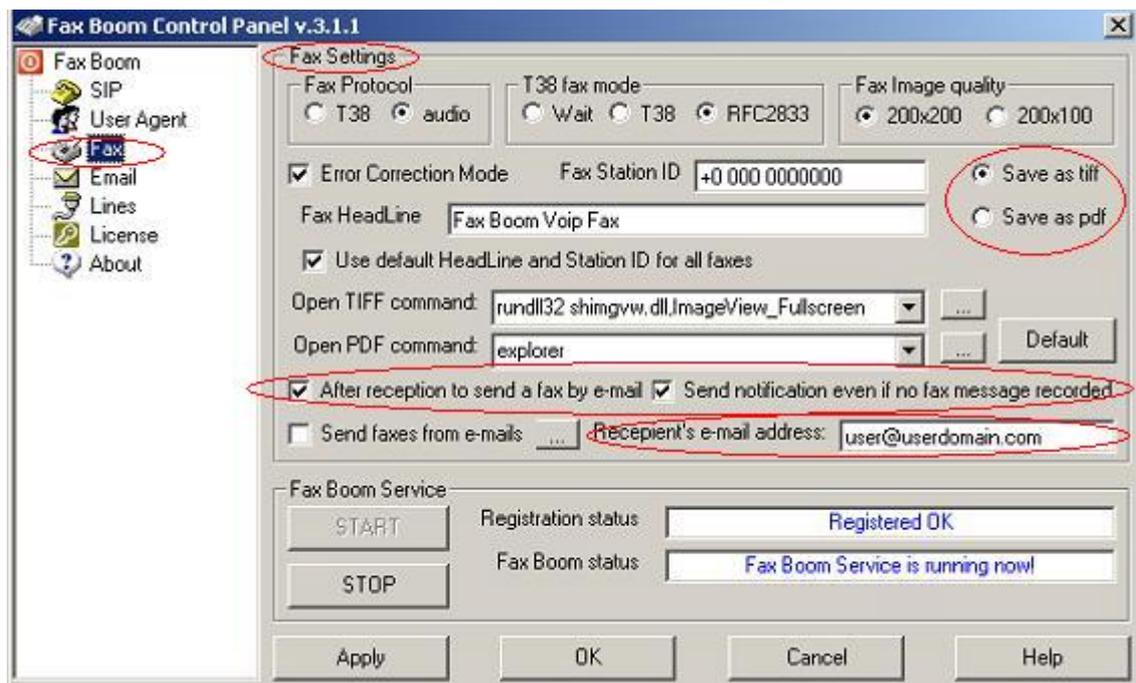
Edit->Delete Fax File	F8	Delete fax file
Edit->Delete Record	Del	Delete fax log record
Edit->Delete all faxes	<Ctrl+F8>	Delete all fax files in fax folder
Edit->Delete all records	<Ctrl+D>	Delete all records in log file
Help->Help	F1	Display this help file
Help->About	<Ctrl+A>	Display "About" window

## Fax to Mail

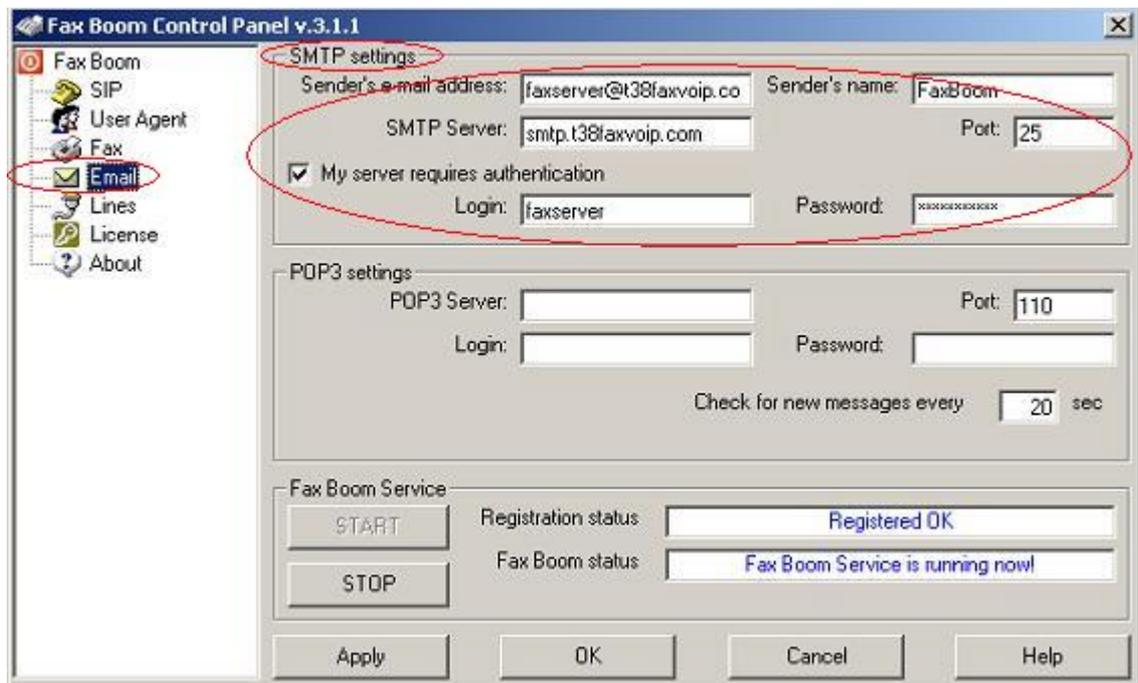
**Fax Boom** allow you to receive faxes as e-mails with either PDF or TIFF attachments. All you need is to have an account on the SMTP mail server (this account and the corresponding e-mail will be used to send faxes received via e-mail network) and indicate your target e-mail address (Any faxes will be delivered to this address).

### Settings for Fax to Mail

1. Open your **Fax Boom Control Panel**.
2. Click **"Fax"** in TreeView.



3. Select **"Save as tiff"**, if you want to have your faxes delivered as TIFF e-mail attachments. Or select **"Save as pdf"**, if you want to have your faxes delivered as PDF e-mail attachments.
4. Check **"After reception to send a fax by e-mail"** checkbox.
5. If you want to receive info about failed incoming faxes, check **"Send notification even if no fax message recorded"** checkbox.
6. Enter target e-mail in the **"Recipient's e-mail address"** field. Incoming faxes will be delivered to this email address.
7. Click **"Email"** in TreeView.



8. You must configure the **SMTP server**.
9. Enter your **Fax Boom** e-mail in the “**Sender’s e-mail address**” field. This e-mail must be known to SMTP server and will appear as a sender’s e-mail address in your e-mail message.
10. Enter your **Fax Boom** “**Sender’s name**”, if need. This name will appear as a sender’s name in your e-mail message. The default name is **FaxBoom**, but you can leave it blank. In this case, the letter will be displayed sender’s e-mail address instead of the name.
11. Enter your SMTP server name in the “**SMTP server**” field. Enter port to be used on the SMTP server in the “**Port**” field, the default value is “**25**”.
12. Check “**My server requires authentication**” checkbox, if your SMTP server requires authentication. Enter your username to SMTP server in the “**Login**” field and your password in the “**Password**” field.
13. Click <**Apply**> button to save settings.

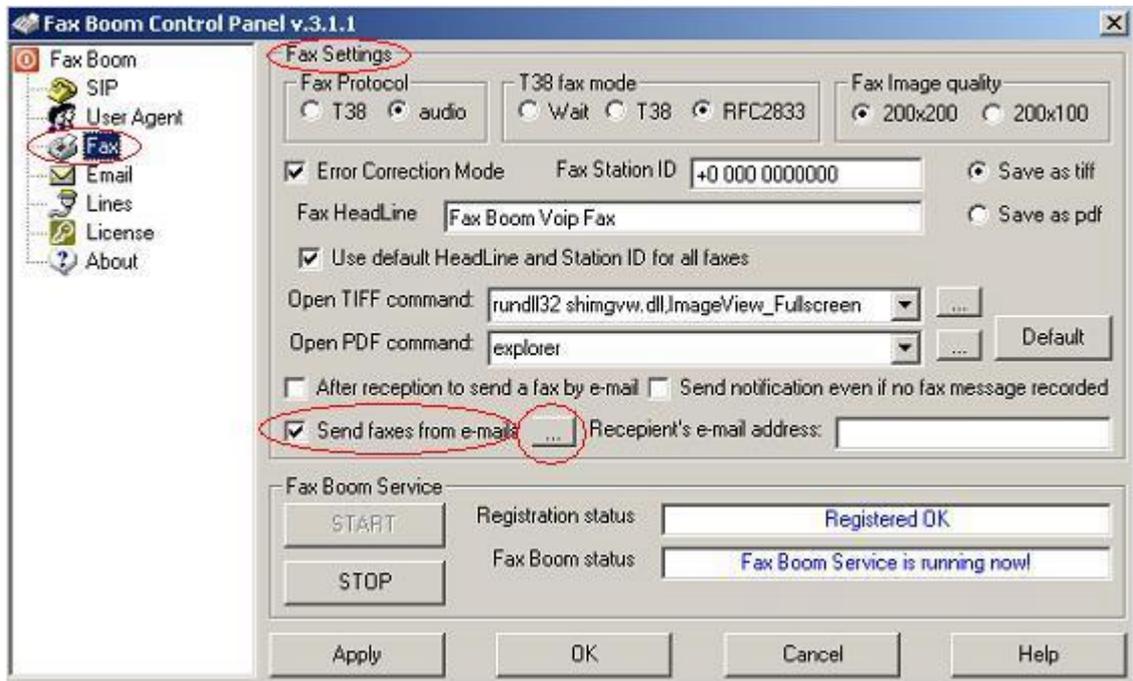
## Mail to Fax

With this feature you can:

- Send faxes from your E-mail Program (e.g. **Outlook Express**).
- Receive e-mail notifications with results of faxing.
- Identify a list of e-mail addresses, which can send faxes
- Identify a list of formats of e-mail attachments, that can be sent by fax

## Mail to Fax Settings

1. Open your **Fax Boom Control Panel**.
2. Click “**Fax**” in TreeView.



3. Check “Send faxes from e-mail” checkbox.
4. Click on the **button right of the checkbox "Send faxes from emails"** to change your **attachment’s file formats** and **user’s email restrictions** (for advanced users).
5. Click “Email” in TreeView.



6. You must configure the **SMTP server**. The sender of the fax will be notified of the results of faxing.
7. Enter your **FaxBoom** e-mail in the “**Sender’s e-mail address**” field. This e-mail must be known to SMTP server and will appear as a sender’s e-mail address in e-mail messages from **Fax Boom**.
8. Enter your **FaxBoom** “**Sender’s name**”, if need. This name will appear as a sender’s name in your e-mail messages from **Fax Boom**. The default name is **FaxBoom**, but you

- can leave it blank. In this case, the letter from **Fax Boom** will be displayed sender's e-mail address instead of the name.
9. Enter your SMTP server name in the “**SMTP server**” field. Enter port to be used on the SMTP server in the “**Port**” field, the default value is “**25**”.
  10. Check “**My server requires authentication**” checkbox, if your SMTP server requires authentication. Enter your username to SMTP server in the “**Login**” field and your password in the “**Password**” field.
  11. You must configure the **POP3 server**. **Fax Boom** will get jobs to send a fax via e-mail.
  12. Enter your POP3 server name in the “**POP3 server**” field. Enter port to be used on the POP3 server in the “**Port**” field, the default value is “**110**”.
  13. Enter your username to POP3 server in the “**Login**” field and your password in the “**Password**” field.
  14. You can change timeout for checking for new mails with outgoing faxes. Enter the timeout value in the “**Check for new messages every...sec**” field. This value can vary from 10 to 60 seconds. The default value is “**20**” (sec).
  15. Click <**Apply**> button to save settings.

## Composing of e-mail message

To send a fax from your email program, you need to create a mail, respecting certain rules.

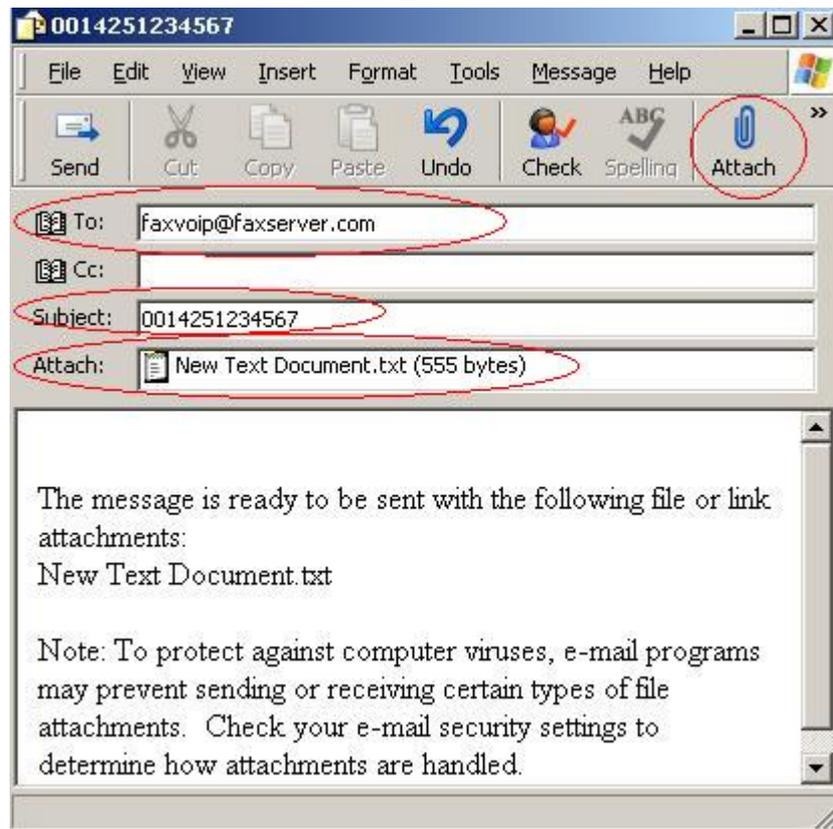
1. Enter e-mail address of your **Fax Boom** mail server (according the **Fax Boom** POP3 settings) in the “**To:**” field of e-mail.
2. Enter the fax number to which you want to send a fax in the “**Subject:**” field of e-mail. If you want to send a fax on several numbers simultaneously, numbers must be separated by the sign ";".

Examples:

*0013601234567*

*0013601234567;0013609876541*

3. Insert an attachment to e-mail (field “**Attach:**”) using any method that you know. Do not insert more than one attachment. If a letter contains more than one attachment, only the first will be used to send the fax. A list of acceptable formats for attachments is determined by the administrator of the computer where **Fax Boom** installed. The Administrator may authorize any format, but if the fax server will not be able to print a document on the **Fax Boom Printer**, a fax will not be sent.

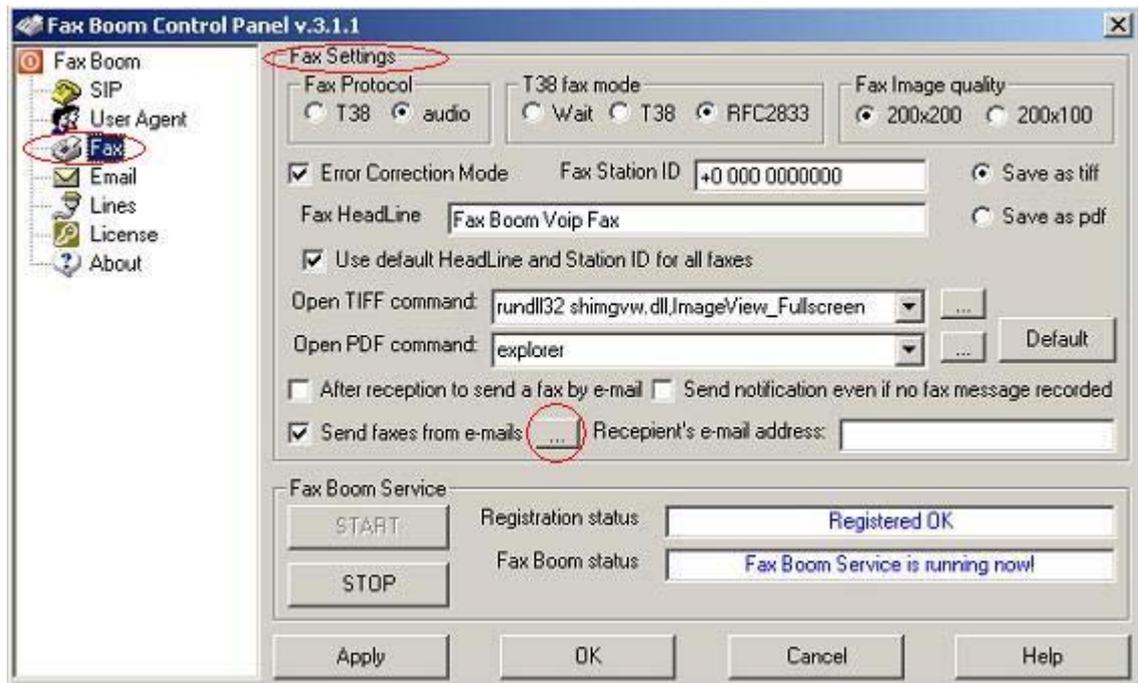


## Attachments Formats

When using the 'Mail -> Fax' you can use different file formats, as for email attachments. The adopted document is printed on the standard printer 'Fax Boom', included with the **Fax Boom** in the background. Theoretically, you can use all printable formats, in terms of PC where **Fax Boom** installed. However, in practice, things are different. For example, if you print **Microsoft Word** (\*. doc, \* rtf) printing is not in the background. Microsoft Excel is also opened and can show a dialog box that will make it impossible to work 'Mail-> Fax' automatically. Some tiff-formats, which are normally printed by hand, can not be printed in the background. In other words, the situation is strongly dependent on the specific machine and applications installed on it. To avoid problems, we recommend to make tests with 'Mail-> Fax' at your PC and then define a set of file extensions that you consider acceptable, then configure **Fax Boom** to work with these extensions only.

To configure the **Fax Boom** to work with certain email attachments, do the following steps:

1. Open your **Fax Boom Control Panel**.
2. Click "Fax" in TreeView.
3. Click on the **button right of the checkbox "Send faxes from emails"**.



4. File "mail.ini" will be opened.
5. Find [attach formats] section.

```

//you can allow only certain formats of attachments, or transfer any files
//To allow all the formats, add 'all;' in section 'attach formats'
//To allow * doc, add 'doc;', and so on ...
[attach formats]
/all;
tiff;
jpeg;
jpg;
bmp;
doc;
rtf;
xls;
pdf;

```

6. Make changes according to the instructions in the file. You can allow only certain formats of attachments or all formats (not recommended).
7. Save and close the file.

*Note:* If the extension of the file is allowed for the attachment, but the fax server is not able to print a document, the error will not happen, but the user will be sent e-mail with a notification that the file format is not supported.

## Using PDF as attachments

PDF is one of the most popular formats with faxes. Therefore, we have to consider this topic separately. When using 'Mail to Fax' feature **Fax Boom** automatically "print" PDF-file using the standard program, defined in your system to view and print PDF files. Usually it is **Adobe Acrobat Reader**. The latest versions of Adobe Reader have changed their behavior if to print PDF documents automatically. Adobe Reader will no longer close itself after being called with ShellExecute("printto",...) API function . In such a situation, PDF can not be used as attachments.

Nevertheless, there is a solution to this issue. More information can be found at <http://www.biopdf.com/>.

[http://www.biopdf.com/acrowrap/close\\_adobe\\_reader.php](http://www.biopdf.com/acrowrap/close_adobe_reader.php)

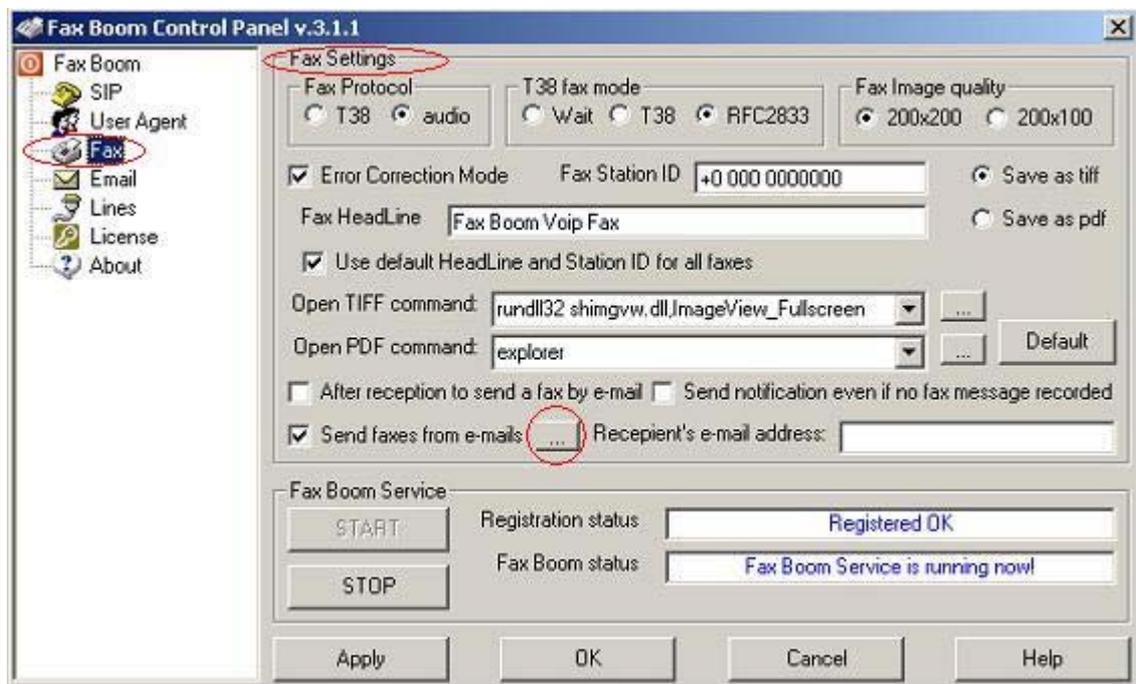
You need to download and install [Acrobat Wrapper](#). In this case the **Adobe Reader** will be closed correctly after “printing”.

## Sender's email restrictions

By default, the system 'Mail -> Fax' can take jobs to send faxes from any email address. This is not a good thing. Anyone who knows **Fax Boom** server's email address can send unauthorized faxes to their advantage. To avoid this, we strongly recommend to **limit the list of e-mail addresses**. Only the owners of email addresses from this list will be able to send faxes using **Fax Boom**.

To configure the **Fax Boom** to work with certain email customers, do the following steps:

1. Open your **Fax Boom Control Panel**.
2. Click “**Fax**” in TreeView.
3. Click on the **button right of the checkbox "Send faxes from emails"**.



4. File "**mail.ini**" will be opened.

5. Find **[e-mail from]** section.

```
;; You can allow the sending of faxes from certain e-mail addresses, or allow  
;; server to any e-mail.  
;; To allow faxing from any e-mail address, add 'all;' in section 'e-mail from'  
;; To allow mails from sample@mailserver.com, add 'sample@mailserver.com;'  
[e-mail from]  
all;  
sample1@mailserver2.com;  
sample2@mailserver2.com;
```

6. Make changes according to the instructions in the file. You can allow faxing from only certain e-mails or faxing from any e-mail (not recommended).
7. Save and close the file.

## Fax Boom E-mail notifications

When a user sends a fax via e-mail program (e.g. Outlook Express), using 'Mail -> Fax' feature, the user will receive notification(s) about the results of faxing by e-mail. Examples of alerts are shown in the table below.

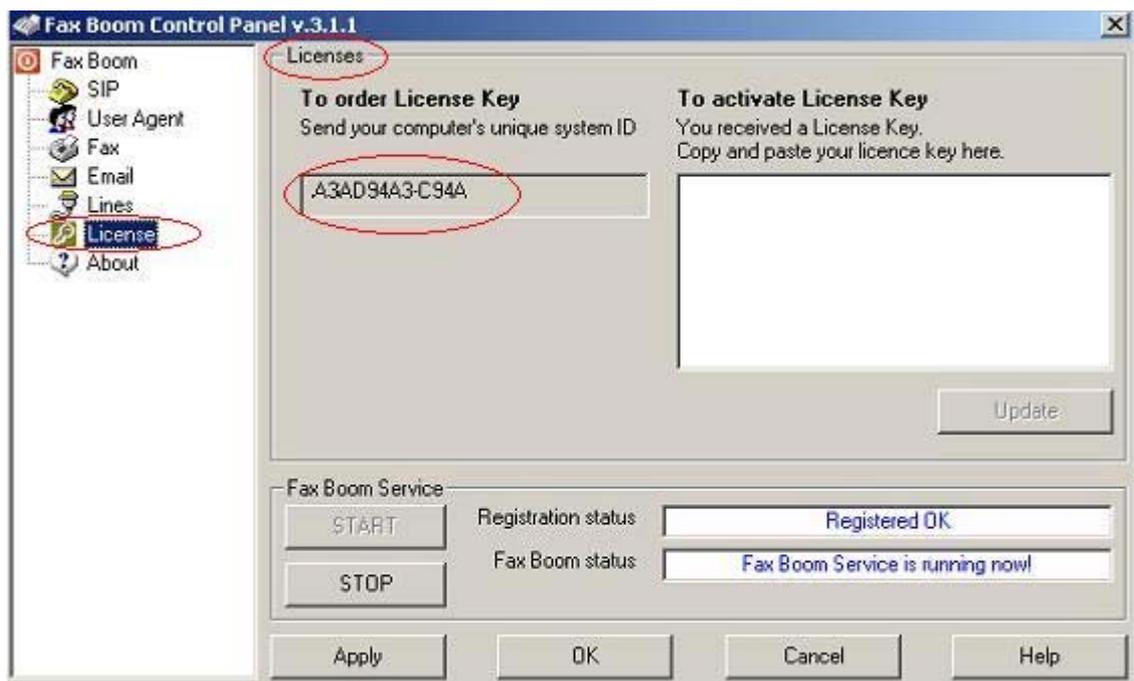
Message	Info	Description
Fax was successfully transmitted to the number...	OK	Fax was sent to Recipient's Fax Number
Unable to transmit fax to the number...	Message contain info about details of sending and number of unsuccessful attempts to send a fax	<b>Fax Boom</b> received a valid job, but for some reason sending the fax failed.
Unable to transmit fax to the number...	Message contain info about error of sending a job to <b>FaxBoom</b>	Incorrect format of attachment, fax server is not available...
Unable to transmit fax to the number...	The format of fax number ... is incorrect.	Incorrect fax number in Email Subject
Unable to transmit fax to the number...	The format of your file... is not supported.	Administrator banned sending attachments with such file extension.
Multiple attachments are not supported	Only the first attachment transmitted to <b>Fax Boom</b> .	You must send email with only one attachment.
Your account has been blocked.	Sorry, your account has been blocked.	Administrator banned sending fax email-s from your address.

## Licenses settings

1. Open **Fax Boom Control Panel**. To do this Click **Start**, point to **All Programs**, point to **Fax Boom** ; click **Settings**.
2. To view your **License Status** in **Fax Boom Control Panel** Click <**About**> in TreeView.



3. To Add New Licence in **Fax Boom Control Panel** Click <**License**> in TreeView.



4. The section “**To order License Key**” displays your computer's unique system ID. This information is required to generate your license key. When you are queried for your **SystemID**, you should **select** your **SystemID**, **Copy** and paste the **SystemID** in your document (e-mail). You should also provide the information about the number of **Fax Boom** lines, you want to activate.

**Note:** *Your SystemID depends on Hardware of your PC. If you are planning to do some changes with your Hardware, please do it before ordering your License Key.*

5. When you received a License Key, copy the **License Key** from e-mail and paste it in the field in section “**To activate License Key**” and click on <**Update**>.

- Restart your **Fax Boom Control Panel**. Click **<About>** in TreeView and **check your License Status**.



- Restart your **Fax Boom Server**. In **Fax Boom Control Panel** Click **<Stop>**, then **<Start>**.
- Note, that you can have only one License Key. So, if you want to increase the number of **Fax Boom** lines you need to get New License Key. **Don't enter any in "activate License Key" field after activating of your Licence Key. If you will enter non-licence information here, your license key will be deactivated. In this case you will need to do activation of your License Key again. Don't try to enter the License Key "from another PC" here. You will not be able to start Fax Boom after entering such a Key.**
- Please Save your SystemID and a letter with your License Key.**

## Working with Fax Boom Service

- Click **Start**, point to **All Programs**, point to **Fax Boom**; click **Fax Boom Server**. You will see the **Fax Boom** icon in your Windows Tray.
- Click **Stop Fax Boom Service** to stop the **Fax Boom** Service.



3. Click **Start Fax Boom Service** service to start the **Fax Boom** service.
4. Now you can send and receive T38 and AUDIO faxes via your SIP network.
5. Notes: *if **Fax Boom Service** automatically stops after starting, 1) something wrong with your “**Local SIP address**” and port settings. You must use UDP port free from using in another SIP program. 2) **Microsoft.NET Framework 2.0 Service Pack 1** need to be installed in your system.*

## Removing the Software

### To remove the Fax Boom from the local computer

1. Ensure that no applications are using **Fax Boom Virtual Printer**.
2. In the **Windows Control Panel**, open the **Add or Remove Programs** applet.
3. Select the **Fax Boom** entry.
4. Click **Remove**.

Note(i): *A restart of Windows is not necessary after uninstalling.*

Note(ii): *Uninstall program will remove all your Fax Boom Settings and Fax Boom Virtual Printer.*

## Technical Support

You can contact our technical support by sending an e-mail to [support@t38faxvoip.com](mailto:support@t38faxvoip.com)

For the latest technical support information, please visit <http://www.t38faxvoip.com>

Sales department: [sales@t38faxvoip.com](mailto:sales@t38faxvoip.com)