

OPENTEXT

OpenText RightFax 10.6

Fax Board

Administrator Guide

Edition

OpenText RightFax 10.6 Fax Board

Thursday, July 24, 2014

Trademarks

OpenText is a registered trademark of Open Text Corporation Corporation. All other company names, brand names, and product names are the property and/or trademarks of their respective companies.

Copyright Notice

©2014 Open Text Corporation All rights reserved.

Open Text Corporation
275 Frank Tompa Drive
Waterloo, Ontario, Canada
N2L 0A1
(519) 888-7111
<http://www.opentext.com>

Copyright Statement

Portions of this product Copyright © 2002-2006 Glyph & Cog, LLC. Portions Copyright © 2001 artofcode LLC.

This software is based in part on the work of the Independent JPEG Group. This software is based in part on the work of the Freetype Team.

Portions Copyright © 1998 Soft Horizons. Portions Copyright ©2001 URW++. All Rights Reserved. Includes Adobe® PDF Library technology. Adobe, Acrobat and the Acrobat logo are trademarks of Adobe Systems Incorporated. Portions Copyright © TMS, Inc. 1994-2001. All rights reserved.

Contents

Chapter 1: Introduction	1
Brooktrout Analog Fax Boards	1
Brooktrout Digital Fax Boards	1
Brooktrout T.38-Compatible Faxing	1
Chapter 2: Installing and Configuring Fax Boards	3
Set the module number	3
Mount the fax boards in the server chassis	3
Install the RightFax software	3
Configure the RightFax DocTransport module	4
Configuring Fax Boards	4
Working with DID Lines	4
Chapter 3: RightFax 10.6 Supported Fax Boards ...	6

Chapter 1: Introduction

The *RightFax Fax Board Guide* is for administrators who install and configure fax boards for use with RightFax. This guide assumes you have knowledge of the your server's Windows operating system as well as general knowledge of computer hardware installation procedures and conventions. In addition, this guide assumes that you have read and understand all documentation provided with your fax boards.

With RightFax, you can configure "remote DocTransport" computers in which you can install and run fax boards in computers other than the RightFax server. Remote DocTransports can be used to offload fax board-related processing from the RightFax server, or to add additional fax boards beyond the capacity of the RightFax server chassis. Remote DocTransports also provide redundancy in that if one DocTransport goes down, the RightFax server automatically transfer its workload to the remaining DocTransports. For information on installing and using remote DocTransports, refer to the *RightFax Administrator Guide*.

The *RightFax Fax Board Administrator Guide* is intended only to supplement the documentation provided by your fax board manufacturer and is not intended as a replacement. Although OpenText makes every effort to verify that the information in this guide is current, the functionality of the fax boards described here is subject to change by the fax board manufacturers.

For all boards, run the Brooktrout configuration program in the RightFax DocTransport module after installation.

Brooktrout Analog Fax Boards

The TR1034 family of analog fax boards consists of models with up to eight channels for analog or DID telephone lines. Instructions in this section apply to all supported TR1034 analog boards unless otherwise noted.

Brooktrout Digital Fax Boards

The TR1034 family of digital fax boards consists of models with up to 30 channels for T1, E1, or PRI-ISDN telephone lines. Instructions in this section apply to all supported TR1034 digital boards unless otherwise noted.

Because either a T1 or E1 network interface is built into each TR1034 fax board, no external network interface card is required.

Brooktrout T.38-Compatible Faxing

The T.38 fax over IP protocol lets you connect to another T.38-compatible device for fax transmission. T.38 fax over IP requires that you have a T.38 and SIP-compatible router or H323-compatible router. Install a separate network interface card to allow SIP communication with the Cisco gateway.

T.38-compatible fax boards require the same hardware configuration prior to installation in the computer chassis. For information on preparing these fax boards prior to installation, see, [Brooktrout Digital Fax Boards](#) on [page 1](#).

Chapter 2: Installing and Configuring Fax Boards

This section describes how to install fax boards in the computer, configure the fax boards, and configure RightFax to work with the fax boards.

Set the module number

Assign each installed Brooktrout TR1034 board a unique “module number” by using a rotary switch located on the fax board. Refer to your Brooktrout documentation for the location of the rotary switch on your particular fax board model.

Caution Do not use a pencil or any other object that conducts electricity to move the rotary switch on the Brooktrout TR1034 board. Using graphite and other electrically conductive materials can cause severe damage to the board.

Make the module number unique for each Brooktrout TR1034 fax board installed in a single computer (i.e., you cannot have two TR1034 boards in the same computer with the same module number setting). Module numbers do not need to be sequential. Also, do not set the module number on any Brooktrout TR1034 board to 0 or 1 (these values are reserved by Brooktrout for diagnostic purposes.)

Make a note of the module numbers you assign to each installed TR1034 fax board for reference when configuring the RightFax software to communicate with the boards.

Mount the fax boards in the server chassis

After you set the module numbers on each of your Brooktrout TR1034 fax boards, you are ready to install them. Always turn your computer off before inserting or removing any board, and take all necessary precautions to prevent static discharge when handling any fax board.

Caution Static discharge can severely damage your fax board. Exposing your fax board to static electricity voids all warranties on the board. Always use caution when handling fax boards.

After the fax boards are properly installed, refer to your Brooktrout documentation for instructions on connecting the loop-start phone cables.

Install the RightFax software

If it is not already installed, install either the RightFax server or remote DocTransport software, and the fax board drivers on the computer where the fax boards are located. For

information on installing the RightFax server and fax board drivers, refer to the *RightFax Installation Guide*.

Configure the RightFax DocTransport module

With the RightFax DocTransport module, you can configure the methods used when RightFax transmits documents. This module lets you configure 1034-based fax boards for conventional fax transmission. It handles requests to schedule outgoing faxes for transmission and informs the Server module when a new fax is received and needs to be processed.

With the default configuration of the RightFax DocTransport module, you can send and receive fax documents. Configure the DocTransport module to meet the needs of your enterprise immediately after installing the RightFax server software. For information on configuring the RightFax DocTransport module, see the *RightFax Administrator Guide*.

Configuring Fax Boards

After you install the fax boards, configure each in the RightFax DocTransport module. See the *RightFax Administrator Guide*.

To configure a fax board

1. In Windows Control Panel, right-click **RightFax DocTransport**, and then click **Run as**.
2. In the left pane, for each installed fax board, highlight the board name and click **Configure Brooktrout**. This runs a board configuration program provided by Brooktrout. For information on completing the

configuration options, refer to the documentation provided with your Brooktrout hardware.

Working with DID Lines

DID (direct inward dial) lines support inbound phone service only. A DID interface assigns more than one telephone number to a pair of wires (a telephone trunk). This enables RightFax to automatically route faxes to the proper destination in a multi-user system.

For example, with only one DID telephone trunk and one fax channel, 100 RightFax users could each have a private fax number. The company is assigned one DID trunk and 100 telephone numbers ranging from 239-9400 to 239-9499. When any one of the numbers in this range is dialed and the DID trunk is available, the telephone company connects to the trunk and transmits the last few digits (usually three or four) of the dialed number to the fax board. With these digits, called the routing code, the fax board detects which one of the 100 numbers was dialed by the caller. The RightFax software routes the fax to the user with that routing code.

If the trunk is busy receiving a fax for one of the users, callers to any of the other 99 numbers encounter a busy signal. You may need to assign the telephone numbers to more than one DID trunk. The number of trunks required depends on the traffic demands on the system.

Because DID trunks only support inbound calls, use one or more additional loop-start telephone channels for sending faxes.

Caution Never insert a loop-start line into a DID port. This damages the fax board and voids all warranties. If you have any doubts, test the phone line with a volt meter prior to

connecting it to a DID fax port to verify that no current exists on the line.

For DID telephone service, the following options are recommended:

- Set **Trunk Type** to "Loop Start."
- Set **Service Type** to "Wink Start."
- Set **Signalling** to "DTMF (Touch-Tone)."
- Set **Digit Length** to "4."

Chapter 3: RightFax 10.6 Supported Fax Boards

The following table lists all fax boards supported by RightFax10.6.

Board Type	Slot Type	Comments
TR1034+E4H-T1-1N	PCIe	Supports T.38 fax protocol
TR1034+P4H-T1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+E8H-T1-1N	PCIe	Supports T.38 fax protocol
TR1034+P8H-T1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+E16H-T1-1N	PCIe	Supports T.38 fax protocol
TR1034+P16H-T1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+E24H-T1-1N	PCIe	Supports T.38 fax protocol
TR1034+P24H-T1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+E4H-E1-1N	PCIe	Supports T.38 fax protocol
TR1034+P4H-E1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+E8H-E1-1N	PCIe	Supports T.38 fax protocol
TR1034+P8H-E1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+E10H-E1-1N	PCIe	Supports T.38 fax protocol
TR1034+P10H-E1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+E16H-E1-1N	PCIe	Supports T.38 fax protocol
TR1034+P16H-E1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+E20H-E1-1N	PCIe	Supports T.38 fax protocol
TR1034+P20H-E1-1N-R	uPCI	Supports T.38 fax protocol

Board Type	Slot Type	Comments
TR1034+E30H-E1-1N	PCIe	Supports T.38 fax protocol
TR1034+P30H-E1-1N-R	uPCI	Supports T.38 fax protocol
TR1034+ELP4-TE	PCIe	Fractional T1 or E1
TR1034+ELP8-TE	PCIe	Fractional T1 or E1
TR1034+ELP16-TE	PCIe	Fractional T1 or E1
TR1034+ELP24-TE	PCIe	Fractional T1 or E1
TR1034+ELP30-TE	PCIe	Fractional T1 or E1
TR1034+E2-1B	PCIe	Single Euro BRI
TR1034+P2-1B-R	uPCI	Single Euro BRI
TR1034+E4-2B	PCIe	Dual Euro BRI
TR1034+P4-2B-R	uPCI	Dual Euro BRI
TR1034+E2-2L	PCIe	Analog
TR1034+P2-2L-R	uPCI	Analog
TR1034+P2-2L-R Intl	uPCI	Certified for use in South Africa, New Zealand and Hong Kong only
TR1034+P2-2L-R UK	uPCI	Certified for use in the UK only
TR1034+E4-4L	PCIe	Analog
TR1034+P4-4L-R	uPCI	Analog

Board Type	Slot Type	Comments
TR1034+P4-4L-R Intl	uPCI	Certified for use in South Africa, New Zealand and Hong Kong only
TR1034+P4-4L-R UK	uPCI	Certified for use in the UK only
TR1034+E8-8L	PCIe	Analog
TR1034+P8-8L-R	uPCI	Analog
TR1034+P8-8L-R Intl	uPCI	Certified for use in South Africa, New Zealand and Hong Kong only
TR1034+P8-8L-R UK	uPCI	Certified for use in the UK only
TR1034+uP2C-R	uPCI	1 Channel Loop Start, 1 Channel DID
TR1034+uP2D-R	uPCI	2 Channel DID
TR1034+uP4C-R	uPCI	2 Channel Loop Start, 2 Channel DID
TR1034+uP4D-R	uPCI	4 Channel DID
TruFax 100E	PCIe	Cannot be used in combination with TR1034 fax boards.
TruFax 200-R	uPCI	Cannot be used in combination with TR1034 fax boards.
TruFax 200E	PCIe	Cannot be used in combination with TR1034 fax boards.
TruFax 200-R BRI	uPCI	Cannot be used in combination with TR1034 fax boards.
TruFax 200E BRI	PCIe	Cannot be used in combination with TR1034 fax boards. RoHS-compliant.

Board Type	Slot Type	Comments
TruFax 400-R BRI	uPCI	Cannot be used in combination with TR1034 fax boards.
TruFax 400E BRI	PCIe	Cannot be used in combination with TR1034 fax boards. RoHS-compliant.