FAX AND MODEM SUPPORT

In addition to business telephone sets for employees, most businesses also require support for legacy analog devices such as fax machines, modems, and conference phones. This application note describes various methods for supporting these devices.

Users who have a Dashboard account with the standard 30 voicemail maximum can receive up to 10 virtual fax messages in their message center. Customers can upgrade their Dashboard account to receive up to 60 voicemails and up to 20 fax messages. Attempts to deliver voicemail and fax past that maximum will result in failed attempts by the sender.

Covad recommends that any customer who has heavy faxing requirements or receives business-critical faxes keep their fax machines on traditional analog phone lines from a local telephone service provider. Covad does not support the use of modems over our VoIP services.

VIRTUAL FAX

One alternative for supporting fax capabilities is to request a Virtual Fax account. A Virtual Fax account provides a dedicated telephone number where you can receive fax messages without the requirement of a physical fax machine. With Virtual Fax, you have the following options to retrieve your fax messages:

- On the web using the Dashboard's Visual Voicemail capability
- In your own POP or IMAP compatible email client (e.g., Microsoft Outlook®)
- Redirected to another Dashboard account
- Redirected to another fax machine

Note that while Virtual Fax enables you to receive fax messages, Virtual Fax does not provide the ability to originate or send a fax.

Virtual Fax also provides:

- Privacy – Virtual Fax eliminates the need to babysit the fax machine while you’re expecting a private or confidential fax. Your fax doesn’t get printed until you send it to the printer.
- Mobility – With Virtual Fax, you can retrieve fax messages while you’re away from the office. Simply dial into your Virtual Fax account and enter the number of a local fax machine to have your faxes delivered to your home, hotel or wherever you might be.
Another alternative for supporting legacy analog applications is to install an analog client adapter, which allows many traditional analog applications to interoperate with the network. Analog client adapters are available in a variety of sizes supporting between 2 and 24 devices. Note that some adapters even have the ability to deliver Caller ID capabilities. Please reference Covad’s CPE list for certified analog client adapters or ATAs.

Analog client adapters are especially effective at supporting legacy analog phones and conference stations (e.g., Polycom Soundstation). Some users may experience degraded performance of their fax traffic when using an analog client adapter.

Where performance and reliability of legacy applications are critical, some customers may choose to maintain a traditional analog phone line from a local telephone service provider. Just as many businesses bypass their PBX with a separate dedicated phone line to support a fax machine or data modem, customers can maintain a separate dedicated phone line for these same applications. Maintaining a dedicated analog line for fax and modem traffic will provide the highest level of performance for these applications because fax and modem technologies were developed for use on traditional analog lines.

If you have questions or concerns regarding this application note, please contact your authorized Dealer/Fulfillment Partner or VoIP Support.

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