

Re: Best fax modem settings to receive from multifunction devices?

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-03/msg04294.html>

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- *From:* "Gregg Hill" <[bogus@xxxxxxxxxxxxx](mailto:bogus@xxxxxxxxxxxxx)>
  - *Date:* Wed, 28 Mar 2007 11:57:28 -0700
- 

If you really want 33.6 speeds and ultra-reliable faxing, I recommend a Brooktrout TR1034 card and GFI FAXmaker.

Fax speed is dependent upon the hardware being capable of 33.6, and the TruFax series is 14.4 only. The TR1034 has 33.6 as well as ECM, Caller ID, and other benefits. It also costs four times as much. I am not sure if the MS Fax service can do 33.6 at all, but Brooktrout provides its own FSP (Fax Service Provider) software.

Both the TruFax and the TR1034 cards will work with the built-in Microsoft Fax Service and with GFI FAXmaker. FAXmaker is GREAT if you want a LOT more functionality than MS Fax gives.

I always have a stand-alone fax as a backup in case the server fails to answer. Server is set for answering on two rings, the manual fax is set to four rings.

Gregg Hill

"ckennylin" <[ckennylin@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:ckennylin@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:8AC6ABA6-1A5D-4902-B545-608203C2D802@xxxxxxxxxxxxxxxxxxxxx](mailto:news:8AC6ABA6-1A5D-4902-B545-608203C2D802@xxxxxxxxxxxxxxxxxxxxx)

Wow, I'm surprised the Brooktrout doesn't support 33.6 speed. You'd sort of expect that with brooktrout's pricetag and / or drivers. I was under the impression the 33.6 speed is a function of the device driver, not the Shared Fax software.

Still could have (several) good standalone faxes that will receive corectly

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:-) A standalone fax is good to have as a sanity check, like having a single-line analog phone on hand.

I guess I'll have to start a new thread to look for 33.6k fax support.

---K

"Gregg Hill" wrote:

The TruFax board does not support 33.6 speed. In both of my problem situations, it does receive EVERY fax from EVERY machine that attempts to call it.

I do not compare it to the cost of the OS...I compare it to the cost of lost business when faxes fail to receive.

I am sticking with Brooktrout.

Gregg Hill

"ckennylin" <ckennylin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:06891312-9130-45EC-A781-2B4E75556765@xxxxxxxxxxxxxxxxxxxx](mailto:news:06891312-9130-45EC-A781-2B4E75556765@xxxxxxxxxxxxxxxxxxxx)

It's been a while since I checked into this topic for SBS Shared Fax. We use a Multitech internal v.92 FaxModem (supports 33.6Kbps "Super G3" Fax) on our box and have no problems for outbound fax, albeit at 14.4kbps as Shared Fax does not support Fax Class 2.1 speeds.

We've had many receive issues from a site with RightFax / Brooktrout digital boards, and after capturing and analyzing T.30 traces with Microsoft, we gave up and now rely on a Xerox MFP (with 33.6Kbps Fax!) to receive our inbound faxes.

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I had considered Brooktrout's TruFax board, but they cost almost as much as SBS standard, which is difficult to justify if you can buy 5 fax machines for that price. I'm assuming it'll support 33.6Kbps fax for the price, but I didn't have time or the resources then to be a pioneer.

Now that new 33.6K fax devices are more widely available, perhaps its time for the SBS team to revisit Shared Fax to bring it up to date? Will 33.6Kbps Fax finally be addressed?

On compatibility with other machines, I find that turning ECM \*OFF\* works sometimes with compatibility.

Or spring for a \$100 machine to replace the offending Brother MFP at the sender's site :-)

Hope this belated answer helps,

---K

"Gregg Hill" wrote:

Leythos,

I started out with everything at their defaults, and I tried a new Belkin cable last night. If speeds do not matter, why do MVPs (Crina and Brandy) keep telling us to lower the speeds to 9600, turn off compression, etc?

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My other client whose system works most of the time has a Digi Neo 2-port card. I also switched between that one and the motherboard serial port (this is the Dell PE2800 client).

I guess the only thing left is the spin on one leg trick. I'll give that a shot this afternoon!

Do you know if a Brooktrout (Cantata) card and GFi FAXmaker would work better? I know it is WAY more expensive, but I at least want to have something else to offer.

Thank you for your help!

Gregg Hill

"Leythos" <void@xxxxxxxxxxx> wrote in message  
[news:4593d12a\\$0\\$17154\\$4c368faf@xxxxxxxxxxxxxxxxxxxxx](mailto:news:4593d12a$0$17154$4c368faf@xxxxxxxxxxxxxxxxxxxxx)

In article  
<OUM67TkKHHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>, bogus@xxxxxxxxxxx says...

COM port  
speed = ?  
Modem  
speed = ?  
Compression  
= ON or  
OFF ?  
Error  
correction =  
Standard  
EC or  
Disabled ?  
Cancel the  
call if not  
connected  
within = ?  
Driver

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version =  
Courier  
V.Everything  
EXT PnP  
(V90-x2)  
or Courier  
V.Everything  
EXT PnP  
(USA  
V90-x2 &  
caller ID) ?

It's not going to make any difference, reset the device to factory defaults, reset the COM ports to default, reset the Modem speed to defaults, etc...

The fax software will program the system for a supported speed.

You've said you tried the SIIG card, while those are crappy cards, it clearly indicates that the serial port and the modem (since you also tried a second) is not at fault.

You have not indicated if you tried a new serial cable – and most people don't have spare 9>25 serial cables. Try a new one.

Once you've tried modems, serial cables, serial ports, different drivers, the only thing left is to try standing on one leg, spinning around three times (in one motion or it doesn't count) and chanting

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Modem, Modem, Modem as  
you spin.

One other thing – one of our  
clients has about 80 fax  
machines in  
the  
field, they provide them to  
clients to fax orders back to  
their 16  
line  
fax system, and the brother  
fax machines, being the  
cheapest also,  
are  
the most problematic.

--

spam999free@xxxxxxxxxx  
remove 999 in order to  
email me