

Biz-VoIP Instant Fax ATA

If you need to send/receive faxes from a fax machine, we recommend using our Instant Fax ATA as a part of your fax solution. An Instant Fax ATA is a propriety piece of hardware that plugs into ethernet and RJ11 from the fax machine to send Fax Over IP.

What is an Instant Fax ATA?

Also known as a Store-and-Forward device, an Instant Fax ATA increases the overall success rate of faxing dramatically by allowing faxes to be buffered before being transmitted to and from an analog fax machine.

- For Inbound (DID) calls, faxes are received in our data center (where last-mile latency and jitter issues are not a concern) by a Store-and-Forward fax server. After receipt, they are transmitted to the ATA device using File Transfer Protocol which is not susceptible to latency and jitter concerns. Once the ATA receives the files, they are relayed to your local fax machine that is connected to the ATA device with a standard RJ-11 phone cord.
- For Outbound (Termination) calls, faxes from a local fax machine are intercepted and stored by the ATA device and then transferred to the Store-and-Forward fax server in our data center using File Transfer Protocol which is not susceptible to latency and jitter concerns. From the fax server, they are relayed to the PSTN using dedicated fax carriers. There is also failover routing, so if the first carrier fails to deliver the fax, there are three or more dedicated fax carriers in place to attempt to deliver the fax.

Instant Fax ATAs differ from a SIP ATA that uses SIP and T.38/G.711 (the traditional Fax Over IP) to transmit the fax. The Instant FAX ATA converts fax tones to a file locally, then sends it securely to a server. The server handles the routing and delivery for inbound and outbound faxes with dedicated routing.

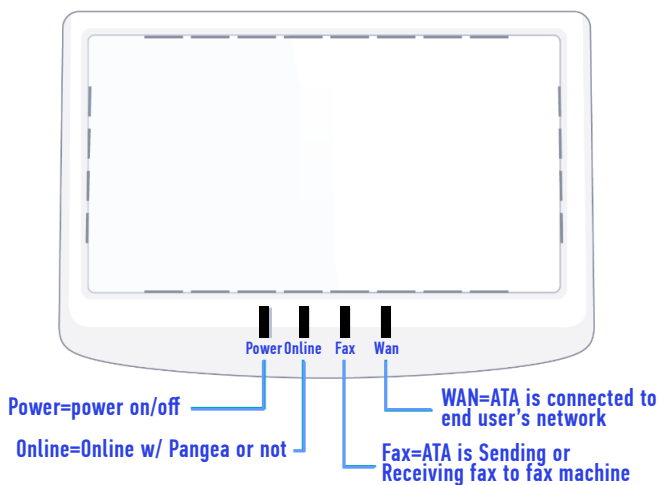
It is technically possible to send faxes through a SIP ATA that is registered to our PBX with T.38 or G.711, but there are several reasons that we recommend against that solution.

- T.38 and G.711 are submitted over UDP (a network protocol) and are highly susceptible to Jitter and Packet loss. Small issues that don't impact a voice call can be devastating to a fax.
- Our normal SIP call routing does not include dedicated fax routes, meaning the carriers may not allow or handle T.38, resulting in lower success rates.
- Many carriers (and SIP ATAs) do not negotiate T.38 properly resulting in the faxes failing seconds after they start.

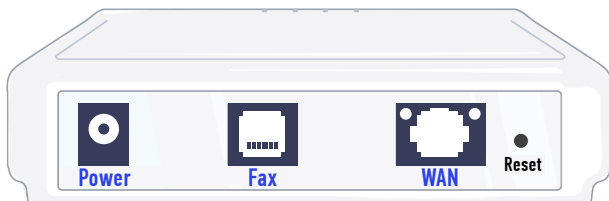
For the reasons stated above, we do **not** support the sending of faxes from SIP ATAs and they should be used at your own risk.

Instant FAX ATA transmission is TLS encrypted and is considered as HIPAA compliant for sending or receiving faxes. HIPAA compliance requires policies and procedures. A technology solution alone is simply not enough to be HIPAA compliant.





Back of Fax ATA



An Instant Fax ATA is a propriety piece of hardware that plugs into ethernet and RJ11 from the fax machine to send Fax Over IP.

Use the following steps to connect your ATA to the service:

1. Connect the ATA WAN port to your network using a standard ethernet cable.
2. Connect the ATA FAX port to your fax machine using the included RJ11 phone cable.
3. Connect the ATA to the power using the included Power Adapter.
4. **Power it on and wait at least 10-15 minutes.** It is often necessary for the device to download new firmware.
5. After waiting for 10-15 minutes, you should see POWER, ONLINE, and WAN lights on and green.
6. Pick up the handset of your fax machine (or analog phone for testing). You should see FAX light on and green, and hear a dial tone.
7. Hang up the handset, and the FAX light should turn off. At this point, the Instant Fax ATA should be ready to go!
8. We recommend turning off fax completion messages from the local fax machine because the fax machine will always think the faxes were delivered properly. If you want confirmation messages, we can configure delivery notification at the server.