Open Text Fax Gateway
2100 Series
Configuration Guide
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Chapter 1
Configuring the Open Text Fax Gateway 2100 Series

About the Open Text Fax Gateway 2100 Series
With the Open Text Fax Gateway, you can send fax documents over IP from an Open Text Fax Server, RightFax Edition with Brooktrout SR140 Transport. The Open Text Fax Gateway 2100 Series comes with one, two or four T1/E1 ports.

Installation Overview
This Configuration Guide assumes you already have the Fax Gateway installed and set up as described in the Open Text Fax Gateway 2100 Series Installation Guide. The printed installation guide is included with the Fax Gateway. You can also download the installation guide from the Open Text Knowledge Center at www.knowledge.opentext.com.

You should have already:
• Assigned an IP Address to the Fax Gateway.
• Installed the Fax Gateway and connected it to the PBX or PSTN switch and to the network.
• Configured the SIP Proxy to communicate with the Fax Server, by using the browser-based administration program built into the Fax Gateway.
• Configured the Open Text Fax Server for FoIP with SIP, by using the Brooktrout SR140 configuration in Enterprise Fax Manager.

Using the Fax Gateway Administration Program
The Fax Gateway is preconfigured to work with the Open Text Fax Server. To configure the Fax Gateway to work with your phone system, use the browser-based administration program built into the Fax Gateway. Depending on the specifics of your phone system, you will set configure inbound (Telephony to IP) and outbound (IP to Telephony) settings.

To log in to the administration program and view the list of configurable settings, follow these steps:
1. To access the administration program from a computer on the network, open a Web browser and browse to the IP address of the Fax Gateway.
2. On the administration program login page, enter the User Name (default is Admin) and Password (Default is Admin). The user name and password are case sensitive. Click OK.
3. To view the list of configurable features, click Configuration at the top of the list on the left side of the screen. To view only the most common features, click Basic. To view all of the configurable features, click Full.
Configuring Inbound (Telephony to IP) Call Routing

Routing incoming calls to Fax Server routing codes

By default, channel 1 is assigned the phone number 1001, and each subsequent channel is assigned the next higher phone number through the number of channels on the device. For example, a 24-channel device would have the numbers 1001 through 1024 assigned to the channels in increasing order.

The Fax Server routes received faxes based on each user’s inbound routing code settings in Enterprise Fax Manager on the Fax Server. For more information about inbound routing codes, see the Open Text Fax Server, RightFax Edition Administrator’s Guide.

To correlate phone numbers to Fax Server routing codes, assign phone numbers to the channels by using the browser-based administration program built into the Fax Gateway:

1. In the Configuration list, click Protocol Configuration and then click Trunk/IP Group.

2. Under Trunk/IP Group, click Trunk Group. Each channel on the Gateway can be assigned a phone number that correlates to a routing code on the Fax Server. Consecutive numbers can be assigned to a consecutive range of channels.

3. In the Module column, select the module that contains the trunks to which you want to assign phone numbers.

4. In the From Trunk column, select the first trunk that contains the channels to which you want to assign phone numbers. The number of trunks in the list depends on the hardware configuration of the device.

5. In the To Trunk column, select the last trunk in a range to which you want to assign phone numbers. The number of trunks in the list depends on the hardware configuration of the device.

6. In the Channels column, enter the range of channel numbers for which you want to assign phone numbers. (For example, 1-24.) The number of channels specified must not exceed the number of channels available on the trunks specified in the previous steps.

7. In the Phone Number column, enter the lowest phone number in the range. This number will be assigned to the first channel specified in the Channels column, and each subsequent channel will be assigned the next consecutive number.

8. To optionally include a channel (or range of channels) in a trunk group, enter the ID of the desired trunk group in the Trunk Group ID column. (For more information about trunk groups, see “Creating Trunk Groups”.)

9. Repeat steps 3 through 8 for each contiguous block of channels and phone numbers.

10. Click Submit.

11. Click Burn to write the new settings to the internal memory of the Fax Gateway.
Routing incoming calls to specific Fax Server IP addresses (optional)

During installation, the Fax Gateway was configured to use the Fax Server as a SIP proxy for routing all inbound calls. (For more information about configuring the SIP proxy, see the Open Text Fax Gateway 2100 Series Installation Guide.)

**Note** When using the Fax Server as a SIP proxy, no further configuration of Telephony to IP routing is required, and you can skip to the next section, “Configuring Outbound (IP to Telephony) Call Routing”.

If you have multiple Fax Servers, you can use the routing table as a fallback in case the connection to the proxy Fax Server is lost.

Follow these steps to set up Telephony to IP Routing by using the browser-based administration program built into the Fax Gateway:

1. In the Configuration list, click Protocol Configuration and then click Routing Tables.
2. Under Routing Tables, click Tel to IP Routing.
3. In the Dest. Phone Prefix column, enter a number or range of numbers you want to direct to a specific IP address (the IP address of an Open Text Fax Server). See “Table 1a: Number Syntax for Specifying the Destination Phone Prefix” for the syntax to use when entering numbers.
4. In the Dest. IP Address column, enter the IP address of the Fax Server. In the Transport Type column, select UDP.
5. Repeat steps 5 and 6 for each number or range of numbers you want to route.
6. Click Submit.
7. Click Burn to write the new settings to the internal memory of the Fax Gateway.

To enable fallback to the routing table:

1. Under Protocol Definition, click Proxy & Registration.
2. Under Enable Fallback to Routing Table, select Enable from the list.
3. Click Submit, and then click Burn.

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**Table 1a Number Syntax for Specifying the Destination Phone Prefix**

<table>
<thead>
<tr>
<th>This...</th>
<th>Represents...</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>x</td>
<td>Any single digit.</td>
<td>54324: represents any number that starts with 54324.</td>
</tr>
<tr>
<td>#</td>
<td>End of a number.</td>
<td>54324x#: represents a 7-digit number that starts with 54324.</td>
</tr>
<tr>
<td>*</td>
<td>Any number.</td>
<td>*: represents any number (all numbers will be routed using this rule)</td>
</tr>
<tr>
<td>[n-m]</td>
<td>A range of numbers.</td>
<td>[5551200-5551300]#: represents all numbers from 5551200 to 5551300.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>123[100-200]#: represents all numbers from 123100 to 123200.</td>
</tr>
<tr>
<td>[n,m,...]</td>
<td>Multiple numbers. Up to three digits can be used to denote each number.</td>
<td>[2,3,4,5,6]#: represents a one-digit number; either 2, 3, 4, 5, or 6.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[11,22,33]xx#: represents a four digit number that starts with 11, 22, or 33.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>[111,222]x#: represents a four digit number that starts with 111 or 222.</td>
</tr>
</tbody>
</table>
Configuring Outbound (IP to Telephony) Call Routing

Specifying which channels to use for outbound fax calls

By default, the Fax Gateway is set up to select a channel for each outbound call by using the “Cyclic Ascending” channel select mode. In Cyclic Ascending mode, the next higher channel number is selected until an available channel is found. When the highest channel number is reached, the lowest channel number is selected, and the process begins again.

Tip: Sometimes an outbound call may pick up a line while an inbound call is ringing in on that same line. This situation is called “glare.” To minimize glare, set the outbound channel select mode to be the opposite of the channel select mode used for incoming calls by the PBX or PSTN provider.

Creating Trunk Groups

If you want more control over which channels are used for outbound calls, and how those channels are selected, you can set up hunt groups by by using the browser-based administration program built into the Fax Gateway:

In the Configuration list, click Protocol Configuration and then click Trunk/IP Groups.


5. In the Trunk Group ID column, enter an ID for the hunt group (usually a number).

6. In the Channel Select Mode column, select a channel select mode from the list. See the following table for descriptions of the channel select modes.

7. Click Submit.

8. Click Burn to write the new settings to the internal memory of the Fax Gateway.

<table>
<thead>
<tr>
<th>Table 1b Channel Select Modes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>By Dest Phone Number</strong></td>
</tr>
<tr>
<td><strong>Cyclic Ascending (default)</strong></td>
</tr>
<tr>
<td><strong>Ascending</strong></td>
</tr>
<tr>
<td><strong>Cyclic Descending</strong></td>
</tr>
<tr>
<td><strong>Descending</strong></td>
</tr>
<tr>
<td><strong>Dest Number + Cyclic Ascending</strong></td>
</tr>
<tr>
<td><strong>By Source Phone Number</strong></td>
</tr>
</tbody>
</table>
Assigning Channels to Trunk Groups

To include a channel in the a group, enter the Trunk Group ID for that channel in the Trunk Group Table (For more information about the Trunk Group Table, see “Routing incoming calls to Fax Server routing codes”.)