
Title Receiving DTMF tones with the FaxPress Premier Analog

Summary When the FaxPress Premier Analog (8,12,16 line) is configured for automatic routing using the PBX/DID setting in the Fax Line properties it will listen for DTMF tones after it answers an incoming call. If these DTMF tones match a FaxPress Premier User's mailbox ID then the incoming fax will be routed to this user. If the DTMF tones don't match a FPP user mailbox ID then the incoming fax will go to the "unaddressed" user account.

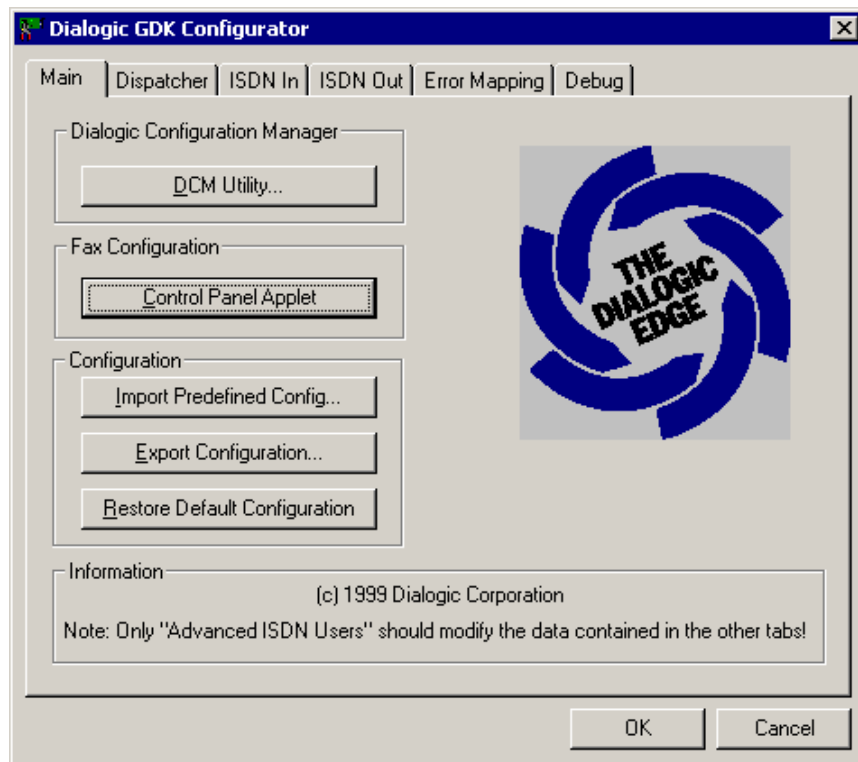
Discussion By default the FaxPress Premier Analog fax modem waits two seconds after it goes "off hook" (answers an incoming call). If the PBX, Adtran (Atlas 550, TA 604/608) or other device that is transmitting the DTMF tones transmits them immediately after the FaxPress Premier Analog goes "off hook" then the FaxPress Premier Analog will not "hear" the DTMF tones and all the received faxes will go to the "unaddressed" user account.

There are two choices to address this:

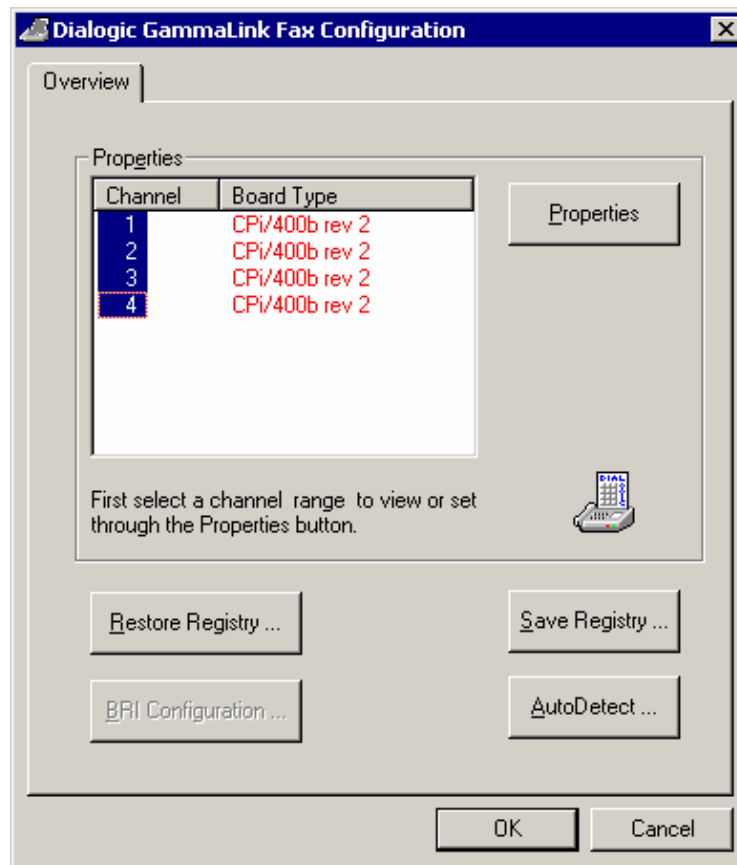
1. Configure the PBX/Adtran or other device to delay sending the DTMF tones for two seconds after the FPP Analog goes off hook. This is specific to each device and may or may not be an option. This configuration change is the responsibility of the customer.
2. Configure the FaxPress Premier Analog to "listen" for DTMF tones immediately after it goes off hook. The instructions to make this change on the FPP Analog follow:

Instructions for changing the FaxPress Premier Analog so that it "listens" for DTMF tones immediately after going off hook:

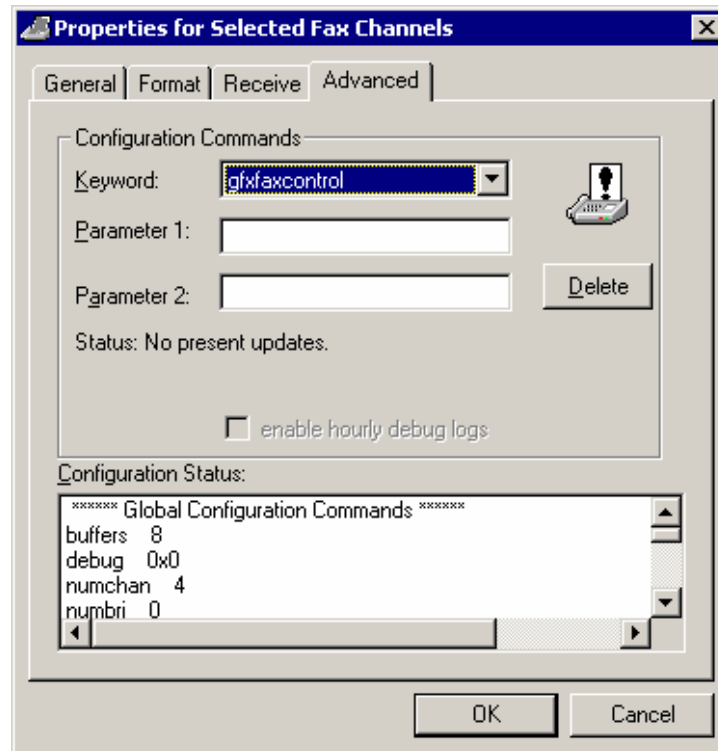
1. Connect a local keyboard, monitor and mouse to the FaxPress Premier (can be done using a KVM switch). A local login session is needed to make this change as it should not be done via a Remote Desktop session.
2. Log into the FPP as the local administrator.
3. Go into the Windows Services List and stop the "Castelle FaxPress Intel Fax Board Driver" service.
4. Stop the "GammaLink System" Service.
5. Launch "Configure GDK" from Start|Programs|Intel Dialogic System Software.
6. On the main page of the "Dialogic GDK Configurator" choose "Control Panel Applet". See Below:



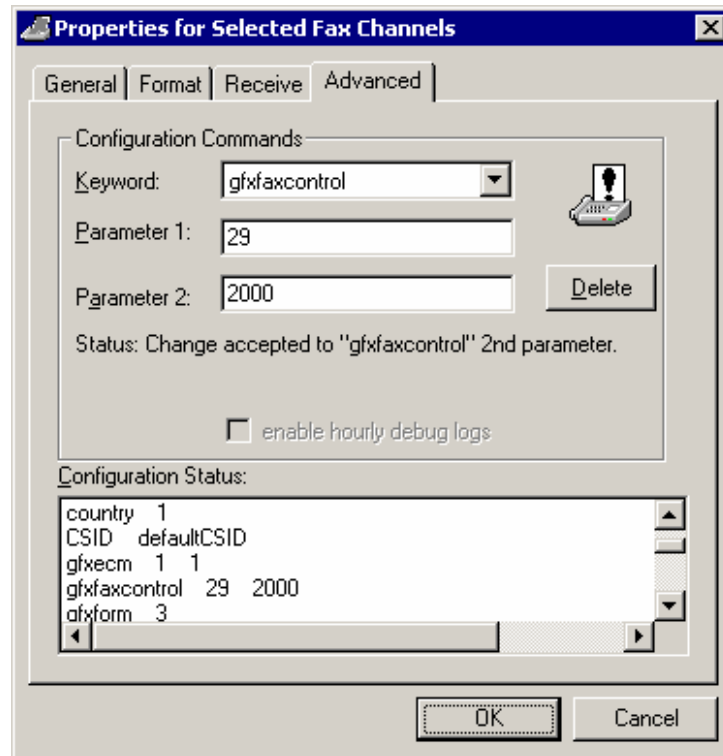
7. On the "Dialogic GammaLink Fax Configuration" screen, select "ALL" the channels and then click **Properties**. See below:



8. Choose the "Advanced" tab in the "Properties for Selected Fax Channels" dialog and then choose the "gfaxcontrol" keyword. See below:

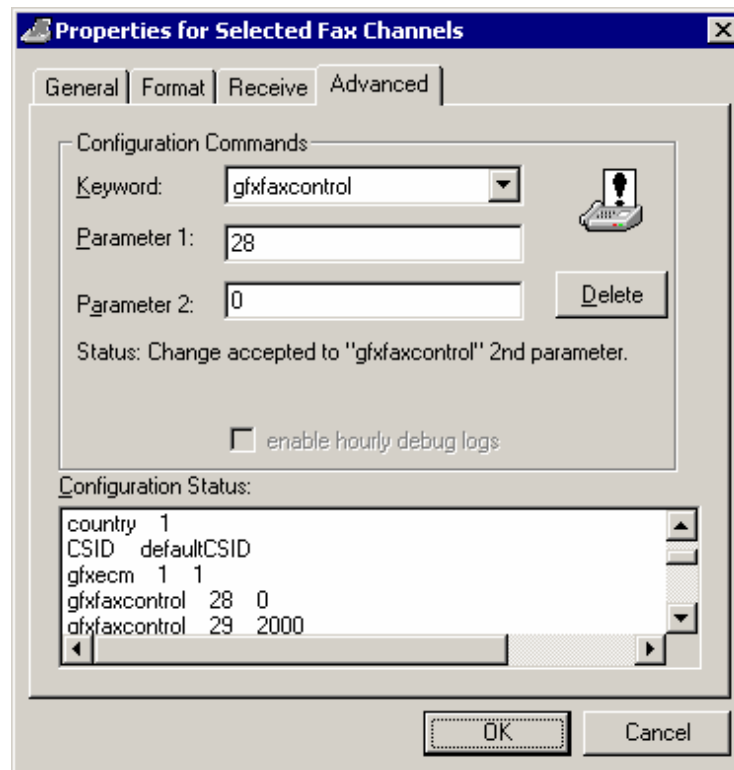


9. In **Parameter 1**, type **29** and in **Parameter 2**, type **2000** and then click **OK**. See Below:



10. Repeat steps 7 and 8.

11. In **Parameter 1**, type **28** and in **Parameter 2**, type **0** and then click **OK**. See Below:



12. Click **OK** on the "Dialogic GammaLink Fax Configuration" screen.
13. Click **OK** on the "Dialogic GDK Configurator" screen.
14. Start the "GammaLink System" service.
15. Start the "Castelle FaxPress Intel Fax Board Driver" service.

The FaxPress Premier Analog will now "listen" for DTMF tones immediately on answering an incoming call. Automatic routing should now work assuming all other configuration is correct.

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