
Fax Setup: Modem Compatibility

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Configuring the Built-in Fax Server on any Info-Alert Server is fairly straight forward. The toughest part of the process lies with the compatibility of the Fax/Modem and the fax server software. Unfortunately there are many different standards, chip sets, classes, etc. that can be used with different modems and not all can be covered by the faxing solution available in Info-Alert. In general the fax server in Info-Alert should support most Class 1/2/2.0 modems including USB models.

Although we can not guarantee compatibility the following list of fax/modems have been shown to work with IA's fax solution either by our QA/Support department or by our end users experiences:

NOTE: All Multi-Tech modems have shown a great success rate.

NOTE: Modems can also be purchased from the following developer site: <http://www.data-tech.com/products/hardware.aspx> which provides Single and Multi-Port (2, 4 & 8 port) modems that are certified for use with the fax server included in Info-Alert.

Manufacture – Model Number

- Multitech – MT5634ZBA-V92
- Multitech – MT5600ZDXV
- USR Sportster - 0456
- USR Faxmodem Sportster 56k – 0701
- USR Sportster – 14400
- USR Courier V.everything
- USR Courier V3.4 Fax
- USR External – 5686E (RM)
- USR Internal – 5699B (PCI)
- Suprafax - 28.8
- Zoom 56k – 2949L
- Zoom 56k – 2948L
- Zoom - 3090 USB
- Motorola - Lifestyle 28.8
- Motorola – Onlinesurfr 28.8 ext
- Modemblaster Flash 56 – DE5620-2
- Hayes Optima 28.8 – 5240AM
- Hayes Optima 28.8 – 5205AM
- Hayes Accura 336 – 5647US
- D-Link – DFM 560E
- USR Sportster 33.6 Faxmodem – 0459

The above list is by no means all of the compatible fax/modems available and we would encourage you to test your existing modem first using the 'Test fax' utility within Info-Alert Manager before you decide to purchase another modem. We will be continuously updating this list based on further testing either by ourselves or by the end users in an effort to streamline this process.

Sample INIT Strings:

FaxMan Default Init String:

AT&FE0V1&C1&D2S0=0

Digi Acceleport RAS:

AT&FE0V1&K6&C1&D2S0=0

US Robotics Sportsters:

AT&F1E0V1&C1&D2S0=0

alternate USR string to enable both hardware and software flow control.

AT&F1&H3&I2&R2E0V1&C1&D2S0=0

Practical Peripherals:

AT&FE0V1&C1&D2&K4S0=0

MultiTech:

AT&FE0V1&C1&D2&E5S0=0

or for both Hardware & Software flow control:

AT&FE0V1&C1&D2&E4&E11S0=0

Hayes:

AT&FE0V1&C1&D2/Q1S0=0

or

AT&FE0V1&K4&C1&D2S0=0

System32\FaxMan4.ini (Sample)

[Port3]

Send=1

Receive=1

Class1=1

Class2=0

Class20=0

Class21=0

Class10=0

Queue=0

Init=AT&FE0V1&C1&D2S0=0

MaxSpeed=-1