



etherFAX FACSys Connector Installation Guide

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Contents

Server Requirements	3
Important Notes:.....	3
Installing etherFAX FACSys Connector.....	4
Technical Support	8

Server Requirements

- FACSys 5.1 Server.
- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 4 Full (If the installer detects that .NET Framework 4 is not installed, it will install it for you).

Important Notes:

You must have sufficient FACSys channel licenses to match the total channels that will be activated for etherFAX.

For example: If you have a 4 port Dialogic TR1034 board with 4 FACSys Channels, you will need to deactivate 2 of the Dialogic TR1034 channels to activate 2 etherFAX ports to match the 4 FACSys Channels that is activated on the FACSys server.

Have your etherFAX account information ready for the installation. You can obtain the account information from your sales/support rep. The account information should look like this:

EFAX-XXXX-XXXX

Username

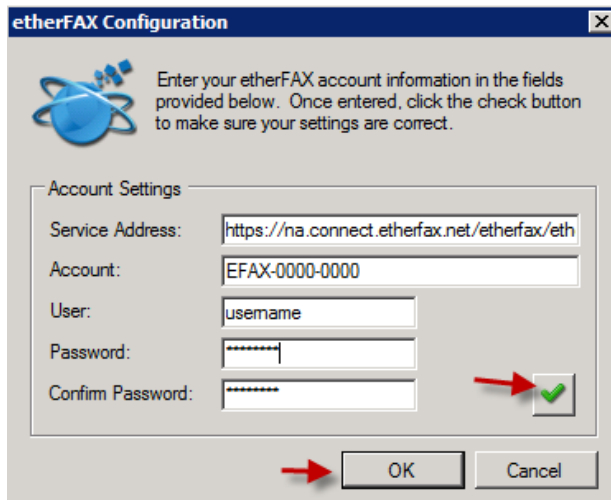
Password

Installing etherFAX FACSys Connector

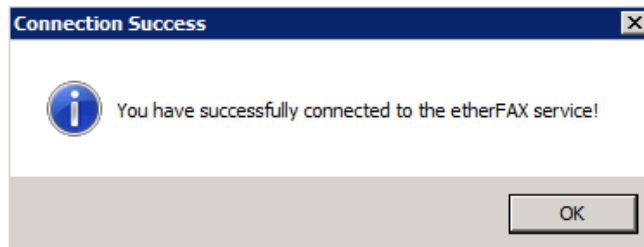
1. Run “**etherFAX_FACSys_Connector.exe**”.

Note: If Microsoft .NET Framework 4.0 is not installed on the RightFax server, the installer will install it for you.

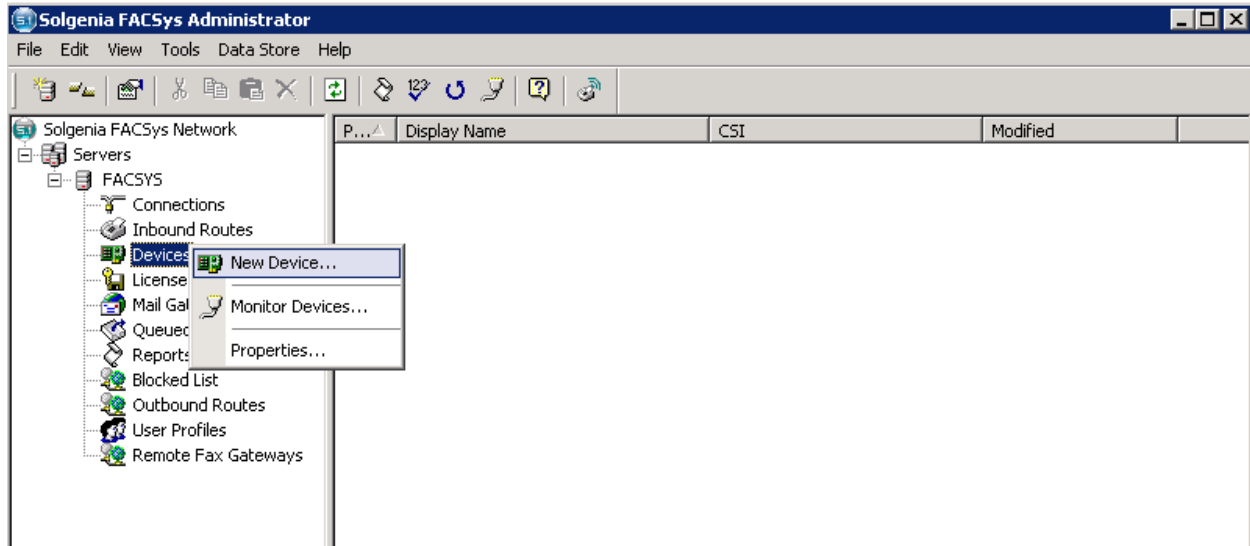
2. To begin, click “Next” and follow the on-screen instructions, review and accept the EULA to proceed.
3. Click next to accept the default installation directory (the installer detects the FACSys server install directory automatically). if the directory listed is not your FACSys services directory, click change to browse to the FACSys Services folder.
4. On this screen, enter the etherFAX account information provided to you and click on the **check** button to test service connectivity.



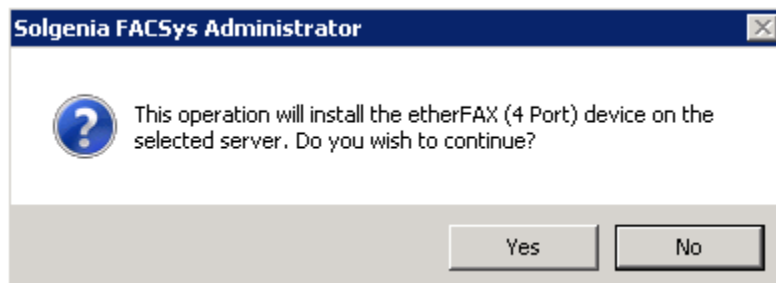
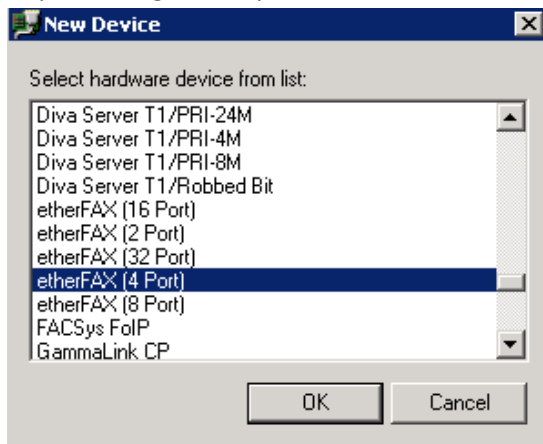
5. If you see the successful prompt below, click next to complete the installation. Otherwise, check the internet connection on the FACSys server and verify the account information entered is correct. Click OK twice to exit the etherFAX Configuration window.



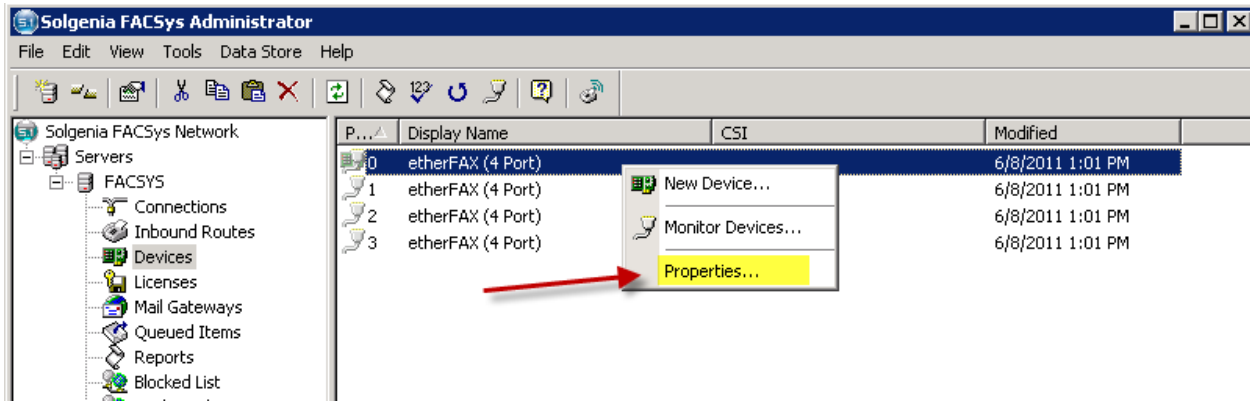
- Once the installation is completed. Launch FACSys Administrator and expand the FACSys server name on the left pane. Right click on Devices and select “New Device” to add the etherFAX virtual adapter.



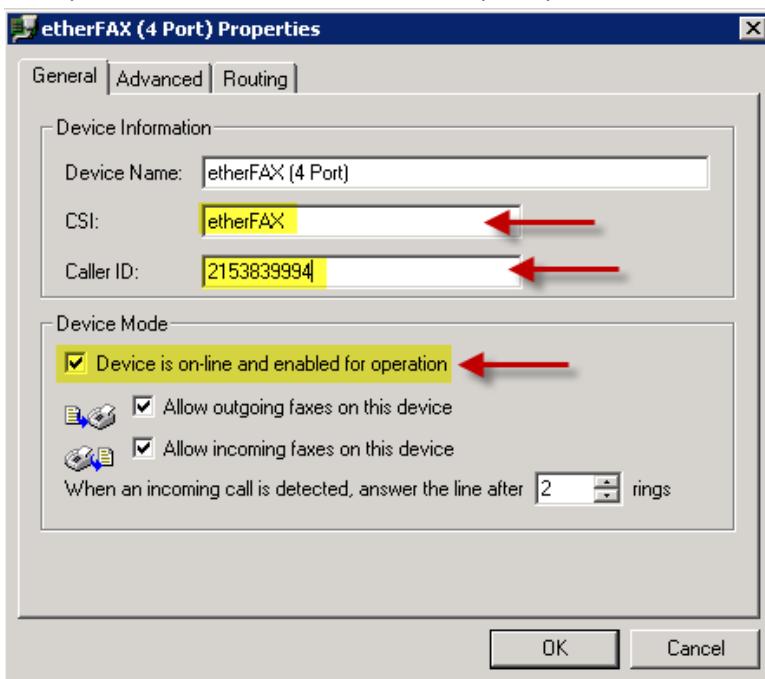
- Click on the Add Transport button:
- On the New Device window, scroll down to select a matching etherFAX virtual adapter that matches the number of ports assigned on your etherFAX account and then click OK and Yes to continue.



- Right click on the first line of etherFAX device that is newly added on the right pane and select properties.

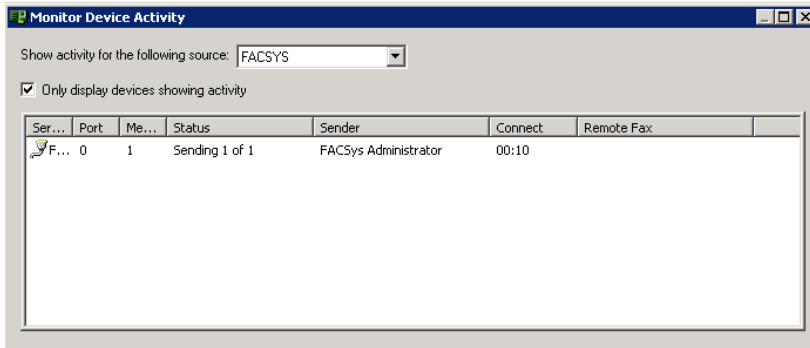
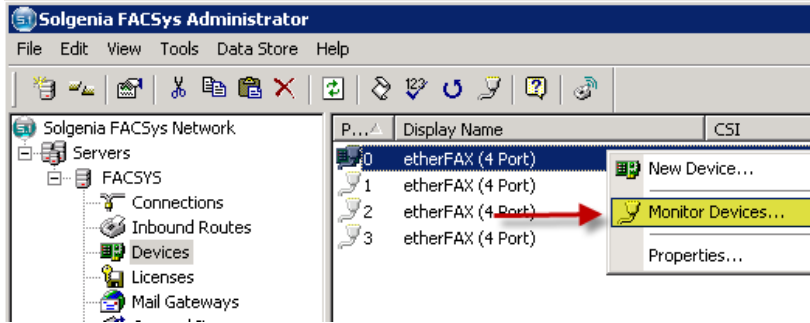


- Enter a CSI and CallerID (the CallerID should be your assigned etherFAX DID number) that will be used on the header of every outbound fax. Next check the checkbox next to "Device is on-line and enabled for operation". Finally click "OK" and "Yes" on the next prompt.



- FACSys will now restart the fax services to apply the new changes.
- Launch FACSys Desktop client to send an outbound test fax your etherFAX DID number to verify that inbound and outbound fax is working.
- etherFAX service accepts 10 digits or 11 digits of US numbering to send outbound faxes for all numbers in the US and require 011 for international faxes.
Examples are 303-640-4338 or 1-303-640-4338

14. You can also monitor the etherFAX Port status from FACSys Administrator.



Technical Support

etherFAX provides unlimited telephone, email and web based product support from Monday to Friday 8.00 am to 5.00 pm Mountain time (GMT -7). EtherFAX Authorized Partners can also provide on-site support and training when needed. etherFAX account holders are entitled to all etherFAX product service packs and upgrades at no additional charge.

Web Support: www.etherfax.net/support

Phone: (303) 640-4338

Email: support@etherfax.net

To expedite resolution to your support request please include the log files that is located in:

Windows 2003:

C:\Documents and Settings\All Users\Application Data\etherFAX\etherfax-server.log

C:\Documents and Settings\All Users\Application Data\etherFAX\diva-server.log

Windows 2008:

C:\ProgramData\etherFAX\etherfax-server.log

C:\ProgramData\etherFAX\diva-server.log