FAX configuration guide

This section of the guide provides you with instructions to configure FAX parameters in VoIP settings.

1. Connect a computer and the modem using an Ethernet cable. (A yellow Ethernet cable is provided with your modem).

2. Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type following address into the address bar and press Enter.

   http://192.168.20.1

3. Type admin in both the User Name and Password text boxes and click OK.

4. Configure VoIP username, password and SIP server name as in the guide below. Navigate to Voice > VoIP status, the registration status should be up.

   Connect a telephone line from the phone port to your handset and test whether you can make a call or not.

   For more information on configuring the VoIP Service on your router, see the Generic VoIP Setup Guide at:

5. Once you can make a call, connect telephone line from the phone port to your printer/fax.
Navigate to Voice > SIP Advanced Setting,

a select Fax Negotiate mode to Negotiate,

b tick ☑ Enable T38 support, and

c tick ☑ Enable T38 redundancy support.

Note – The SIP service provider should also support fax.

Contact your internet service provider to confirm if they support FAX service and collect the FAX settings.