

## Product Bulletin

# FaxFinder® IP Fax Server New .R1 Hardware New Channel Upgrades

Now Available!



Date: June 11, 2015

### I. Summary

The FaxFinder® fax server is an all-in-one fax server that provides distributed faxing capabilities over a WAN, from a corporate office to small remote offices as well as to field sales people. The new [FaxFinder IP](#) hardware, model number FF240-IP-2.R1, and new channel upgrades begin shipping in June 2015.

Existing inventory of FaxFinder IP FF240-IP-2 is about to be depleted, and the new FF240-IP-2.R1 ordering part numbers are now released. As distributors sell-through their inventory of existing FaxFinder IP hardware, they will begin transitioning to the new FaxFinder IP .R1 hardware.

The purpose of this bulletin is to provide the details and information for the new FaxFinder IP.

### II. Suggested Action Plan

To help facilitate the transition to the new FaxFinder FF240-IP-2.R1 part numbers, we recommend the following actions be taken:

- [Register for](#) and attend the upcoming MultiTech webinar to learn more about the new FF240-IP-2.R1 and updated upgrade process.
- Continue to place orders for the existing FaxFinder IP FF240-IP-2 part number until distributor inventory is depleted.
- Transition orders to the new FaxFinder IP FF240-IP-2.R1 part number.
- Forward this bulletin to others within your organization who actively sell and support the FaxFinder fax server.
- Update all sales tools, website content, and collateral to reflect the new FaxFinder IP part numbers.
- Note that the FaxFinder IP FF240-IP-2.R1 can now be upgraded to 24-channels and the process of upgrading the FF240-IP-2 and FF240-IP-2.R1 has changed.

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### III. New Ordering Part Numbers

#### FaxFinder IP Fax Server

Ordering Part Number	Description
FF240-IP-2.R1	2-Channel IP Fax Server (SIP/T.38) w/US Accessory Kit

#### FaxFinder IP Upgrade Licenses

Ordering Part Number	Description
FF240-IP-UPGRADE-2(*)	2-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-4	4-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-6	6-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-8	8-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-10	10-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-12	12-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-14	14-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-16	16-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-18	18-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-20	20-Channel FF240-IP Upgrade
FF240-IP-UPGRADE-22	22-Channel FF240-IP Upgrade

(\*) FF240-IP-UPGRADE-2 is an existing part number

#### Accessories

Ordering Part Number	Description
PC-IEC320-EURO Power Cord	Euro power cord. Used with FaxFinder FFX40.R1 hardware for Euro installations. IEC-320 Power Cord w/EU plug
PC-IEC320-GB UK/IE Power Cord	UK/GB Power cord. Used with FaxFinder FFX40.R1 hardware for UK & GB installations. IEC-320 Power Cord w/UK plug
FFX40.R1 BRACKETS	Rack Mounting Brackets for FFX40.R1 (blue)
FFX POWER SUPPLY 12V-5A-60W	100-240VAC Power Supply W/Cord (FFX40, FF240-IP)

*Product Specifications are subject to change without notice.*

#### **IV. New FaxFinder IP Upgrade Process**

The new FaxFinder IP FF240-IP-2.R1 hardware has the ability to be upgraded from 2-channels up to 24-channels. This means that the new FaxFinder IP FF240-IP-2.R1 can send and receive up to 24 simultaneous faxes.

In order to accommodate the increased number of channels, the upgrade process has been improved to allow customers to upgrade their hardware using one license upgrade code if they choose.

##### New FaxFinder IP Upgrade Process

1. Reseller identifies that additional channels are required for the FaxFinder IP and then contacts the distributor and places an order for the appropriate number of FF240-IP-UPGRADE-XX. Reseller must provide:
  - a. Number of channels in use on current FaxFinder IP
  - b. Number of channels desired on current FaxFinder IP
  - c. Serial number of current FaxFinder IP
2. The distributor forwards the above information to MultiTech Customer Service.
3. MultiTech Customer Service verifies that the current FaxFinder IP is capable of supporting the additional number of channels requested.
4. MultiTech Customer Service quotes the appropriate FF240-IP-UPGRADE-XX item number to the distributor.
5. Distributor places order for the FF240-IP-UPGRADE-XX part number.
6. MultiTech Customer Service sends an email to the distributor and customer (if provided) containing:
  - a. FF240-IP-UPGRADE-XX license upgrade
  - b. FF240-IP-UPGRADEXX redemption instructions
7. Using the redemption instructions, the reseller visits the MultiTech redemption website to begin the upgrade process

[www.multitech.com/upgrade/ffip.go](http://www.multitech.com/upgrade/ffip.go)

8. The reseller enters the following information to upgrade the FaxFinder IP:
  - a. Hardware ID (from FaxFinder "Advanced Configuration" menu)
  - b. Desired number of active channels (defined by the customer)
  - c. Upgrade Code (from the redemption instructions)
  - d. Email address for sending copy of license key
9. The "Redeem" button is selected and a license key is presented. The reseller enters key into the FaxFinder using an administrative screen. The customer also receives an email from MultiTech which contains the license key.
10. The FaxFinder IP is now upgraded to requested number of channels.

If you have any questions regarding the FaxFinder IP upgrade process, please contact your MultiTech Authorized Distributor.

## V. Service and Support

MultiTech's comprehensive [Support Services](#) programs offer a full array of options to suit a customer's specific needs.

### Two-Year Product Warranty

All MultiTech products include a [limited two-year warranty](#) that includes [On-Line Technical Support](#) and [On-Line Knowledge Base](#).

### Extended Warranty and Overnight Services

To give your customers peace-of-mind and protect their investment, our [Extended Warranty Service Plans](#) are available to purchase and ensure MultiTech products are covered for one-, two-, or three-years beyond the [limited two-year warranty](#), with an optional [Overnight Service Plan](#) for U.S. customers.

#### [Extended Warranty Service Plans \(U.S. Canada, and Europe\)](#)

Extended Warranty Service plans extend the standard warranty from 2 years up to 5 years and include technical support via the on-line support portal, as well as repair service.

Benefits:

- Reduce downtime for mission-critical installations
- Maximize equipment reliability and availability
- Equipment is repaired to original manufacturer quality

Ordering Part Number	Description
EW1-FF240-IP-2.R1	One-year extended warranty (Three year total)
EW2-FF240-IP-2.R1	Two-year extended warranty (Four year total)
EW3-FF240-IP-2.R1	Three-year extended warranty (Five year total)

Extended Warranty Service Plan must be purchased within 60 days of the FaxFinder purchase.

### [Extended Warranties with Overnight Replacement Service Plans \(U.S. Customers only\)](#)

For customers in the United States, MultiTech offers the ability to purchase the Extended Warranty Service with the option of Overnight Replacement Service. The plan consists of Extended Warranty options that will extend your standard warranty up to 5 years, as well as the added protection of Overnight Replacement Service. The Overnight Replacement Service provides customers with an overnight replacement in the event of equipment failure.

This service includes all benefits of the Extended Warranty Service Plan plus:

- Overnight replacement of failed equipment
- No additional shipping charges

Ordering Part Number	Description
EN1-FF240-IP-2.R1	One-year extended warranty and three year overnight replacement
EN2-FF240-IP-2.R1	Two-year extended warranty and four year overnight replacement
EN3-FF240-IP-2.R1	Three-year extended warranty and five year overnight replacement

Overnight Replacement Service must be purchased within 60 days of your FaxFinder purchase.

### [Developer Forum](#)

Customers who are integrating the [FaxFinder Web Services API](#) with their current business operations can use the [MultiTech Developer Forum](#) to gain access to developer resources and the FaxFinder development community. Application examples can be searched and posted in the forum and you can establish your own developer network.

### [Installation Support Service](#)

MultiTech [Installation Support Service](#) delivers priority service with the ability to work one-on-one with an experienced MultiTech technical support engineer and guide customers through the installation of our products. Customers receive priority service with the ability to remotely work one-on-one with an experienced MultiTech technical support engineer, who guides them through the installation process.

## VI. FaxFinder Product Overview

The FaxFinder fax server is a network-attached appliance that replaces legacy paper-based fax machines and expensive online subscription-based services. Users are able to send outbound faxes electronically using the FaxFinder fax client, web interface, or their existing email client. The FaxFinder receives inbound faxes and routes them globally to all users or to individual users based on DID number or line number. Faxes are received electronically as PDF or TFF files in an email inbox or network folder. Faxes can also be sent to a network printer where they can be queued and printed. If necessary, inbound faxes can be received in all three methods.

The FaxFinder fax server meets an evolving set of customer needs. In some cases, these needs are focused on the replacement of analog, paper based fax machines. However, faxing is a critical communications technology for a wide variety of organizations and markets. Whether faxing invoices, purchase orders, legal documents, financial summaries, or medical records, fax continues to be the preferred and required delivery mechanism because of its reliability, security, and convenience. The FaxFinder fax server allows customers to meet a number of additional organizational needs:



### Cost Savings:

- Eliminate the costs associated with legacy paper-based fax machines
- Replace expensive subscription-based fax services



### Centralize Operations:

- Eliminate multiple fax machines in a corporate office
- Provide fax services to remote and mobile employees



### Compliance:

- Healthcare initiatives (HIPAA)
- Government (Sarbanes-Oxley Act)



### Integration:

- Business Operations: Automate outbound faxes based on business rules
- Phone Systems: Important addition to any unified communications system

## VII. Interoperability

The FaxFinder IP has been successfully tested and approved for use on a wide range of telephony systems, including Avaya and ShoreTel.

[Avaya IP Office 9.X](#)

[Avaya IP Office 8.X](#)

[Avaya IP Office 7.X](#)

[Avaya AURA Communication Manager 6.X](#)

[ShoreTel Voice Switches](#)



For a complete list of approvals, please visit our [website](#).

### VIII. Additional Information and Resources

If you have any questions or require additional information on this Product Bulletin, please contact your MultiTech sales representative.

Additional Resources:

- [Product Image](#)
- [Interoperability Notes](#)
- Value-Added Reseller Webinar: [Webinar Registration Page](#)
- [Authorized Distributors](#)

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