



## FAXING WITH T.38

### Overview

Many companies, including Appia, use the T.38 protocol to send faxes over the internet, usually with success. However, T.38 faxes are vulnerable to failure unless all of the carriers support T.38. Also, T.38 faxing is very sensitive to network jitter and packet loss, which “looks” to a fax machine like a hang-up and can keep faxes from transmitting.

For these reasons, it is best to use T.38 if you fax only occasionally and can tolerate transmission failures.

If you regularly fax large, multi-page documents, consider using these solutions instead of T.38:

- Afax
- MasterFax for analog fax machines.

Afax is a desktop faxing service. Faxes are sent via email to a server, which sends them out over the telephone network. Inbound faxes are received by the server and sent to the user’s email inbox. The failure rate of Afax is very low. MasterFax uses a technology that is not subject to network jitter. MasterFax also has a very low failure rate.

### T.38 Troubleshooting

Appia is committed to bringing you the most reliable services. However, we cannot guarantee that fax transmissions will complete all the time. For best results with T.38:

- Ensure the analog telephone adapter, PBX or other device your fax machine plugs into supports T.38 with G.711 fallback. (We do not support faxing without G.711 fallback.)
- Use a high-quality, high-speed connection, preferably via a direct connection to Appia or a connection on a network that peers with Appia
- Set the fax machine at the lowest baud rate (14.4 or lower)
- Turn off error correction mode.

If you still have issues, we will work with you to diagnose and where possible resolve them. However, we are not able to help if the issue is with the quality of your internet connection.