T38FAX
Simple, Reliable Fax Over IP

Fax-Optimized
SIP Trunks

Fax Over IP Giving You Fits?
We've got this!

CONSISTENT T.38

There are three reasons we sell you our own T.38, not our upstream carrier's:

- Most carriers (especially the larger ones) do T.38 very poorly
- The carrier-controlled call routing might lead to variable, unpredictable T.38 quality
- Owning the T.38 part means we can fix any incompatibilities our customers report.

We address these problems (and more) by disabling T.38 on all of our underlying carrier connections. Our customers experience the exact same T.38 version and feature set on every call, and our high-quality T.38 stack ensures your fax call completion rates will be as good as they could ever be using traditional TDM circuits (ISDN PRI, for instance)

ECM ERROR CORRECTION

Error Correction Mode (ECM) is a fax protocol feature that retransmits any page data that is distorted or lost due to audio problems (hum, crackle, pop etc). It's a vital, fundamental part of the facsimile protocol. Simply stated, your facsimile may not be be an exact copy of your image without ECM.

Most carriers mistakenly turn off ECM due to a widespread misunderstanding that it's harmful to T.38 fax success rates. That's hogwash - ECM is a vital aspect of fax without which you cannot know what made it to the other side. Our T.38 implementation includes ECM and we make sure our customers are configured to use it.

PREMIUM FAX SUPPORT

Troubleshooting intermittent fax problems over SIP has been known to reduce even seasoned VoIP professionals to tears. Opening a case with your carrier won't help, because they don't have fax expertise in-house either.

In the unlikely case you do have problems with our Power-T.38 SIP trunks, our seasoned fax industry veterans will find the pattern and correct the issue using science, not superstition.