

DID Routing via DTMF Tones

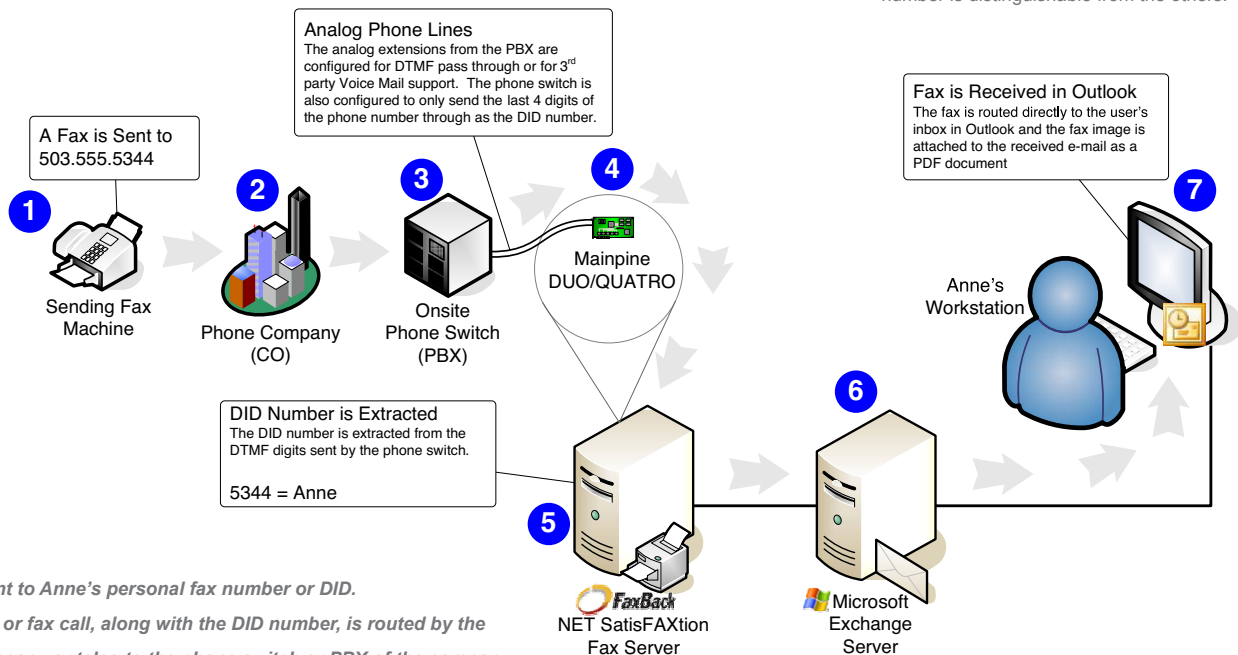
DID (Direct Inward Dialing) routing via DTMF (Dual Tone Multi Frequency) is the most cost effective and efficient means of integrating fax with your existing PBX system. DID/DTMF routing is recommended for environments where fax deliveries to individuals require 100% accuracy.

With DID/DTMF routing, each individual or workstation would be assigned distinct DID numbers, usually the last four digits, which would allow these separate numbers to receive incoming faxes without requiring a physical line into the PBX system for each possible connection.



DTMF refers to the tones generated when pressing a number on regular phone keypad, commonly known as a "touchtone". Each key has a specific frequency consisting of two separate tones, one high/one low, so that each number is distinguishable from the others.

DID Inbound Routing via DTMF



1. A fax is sent to Anne's personal fax number or DID.
2. The phone or fax call, along with the DID number, is routed by the phone company or telco to the phone switch or PBX of the company where the recipient works.
3. The company's phone switch or PBX converts the DID number to DTMF tones and routes those first to any available analog extension connected to the fax server. It then routes the actual phone call through on this same analog extension.
4. The Mainpine fax card extracts the DTMF tones and passes these to the fax server as the DID number which will be used to route the fax to Anne.
5. The fax server receives the fax along with all the received fax information including the DID number that the fax was sent to. A lookup of the DID is done to get Anne's e-mail address. The fax image, converted to a PDF document, is then sent as an e-mail attachment to the Microsoft Exchange Server for delivery to Anne.
6. The Microsoft Exchange Server forwards the e-mail containing the fax image to Anne's Inbox.
7. Anne receives the fax in her inbox as a PDF document, clicks on the attachment to view her fax.

DTMF Requirements:

- Phone system must support DTMF pass through or 3rd party voice mail support
- DID numbers
- Behind the switch solutions (analog phone line come out of PBX)
- Analog phone lines
- Analog fax hardware (we support Mainpine and Brooktrout)
- Support both inbound and outbound on same port