

## 4-Sight FAX version 7 – Supported Modems and Hardware Devices

<b>Modem Specifications</b>							
	<b>Our ranking</b>	<b>Baud Kbs</b>	<b>Class</b>	<b>Multi-Line Support</b>	<b>Type</b>	<b>Caller ID</b>	<b>DID Support</b>
<b>Apple Modems</b>							
Apple Internal - Class 1	9 <sup>th</sup>	14.4	1	N/A	Internal	Yes	No
Apple Internal - Class 2	10 <sup>th</sup>	14.4	2	N/A	Internal	Yes	No
Apple External USB	11 <sup>th</sup>	56.0	1	No <sup>1</sup>	USB	Yes	Unk.
<b>MultiTech Modems</b>							
MT9234ZBAUSB-v92	2 <sup>nd</sup>	56.0	1 & 2	Yes <sup>5</sup> ; >7/1/081	USB	Yes	Yes
MT9234MU (USB)	1 <sup>st</sup>	56.0	1 & 2	Yes	USB	Yes	Yes
MT5634ZBA-v92	3 <sup>rd</sup>	56.0	1 & 2	Yes	Serial	Yes	Yes
MT5634ZBAUSB-v92	4 <sup>th</sup>	56.0	1 & 2	Yes	USB	Yes	Yes
MT2834ZDXb	5 <sup>th</sup>	33.6	1 & 2	Yes	Serial	No	Yes
<b>US Robotics</b>							
5637 v.92	6 <sup>th</sup>	56.0	1	No <sup>1</sup>	USB	Yes	Unk.
<b>Zoom</b>							
3095-00-00F (USA)	7 <sup>th</sup>	56.0	1	No <sup>1</sup>	USB	Yes	Unk.
3095-72-00F (UK)	7 <sup>th</sup>	56.0	1	No <sup>1</sup>	USB	Yes	Unk.
3095-70-00F (Europe)	7 <sup>th</sup>	56.0	1	No <sup>1</sup>	USB	Yes	Unk.
<b>Botticelli USB</b>							
	8 <sup>th</sup>	56.0	1	No <sup>1</sup>	USB	Yes	Unk.

These 4-Sight FAX compatible modems are also Macintosh OS X compatible. These modems have been extensively tested by the 4-Sight FAX staff and were found to be reliable and compatible with 4-Sight FAX version 7.0.10 or later.

Modems listed in the Previously Supported section have not had firmware updates in the last 2 years. With newer Macintosh Operating System releases, there may be compatibility problems. In other words, use the following modems at your own risk.

<b>Currently Supported (But no longer manufactured)</b>	<b>Baud</b>
MultiTech MT5634 Series Modems	56.0

<b>Previously Supported (But no longer manufactured)</b>	<b>Baud</b>
Supra & Zoom	33.6
SupraSonic 336V+	33.6
US Robotics Courier	56.0
US Robotics Courier V.Everything	56.0

#### **DID Routers<sup>4</sup>**

Exacom 1) USA DID-200SF DID, 2) USA DID-200SFT DID Trunk Routers and 3) Exacom USA E&M USA DID-200SFT PBX PBX Router (1 to 4 lines for all units).

#### **Troubleshooting (common problems and their solutions):**

1. While fax remains primarily an analog based technology, most fax systems will work fine with digital phone systems, provided the signal is not compromised in any manner. When using digital phone systems (PRI), please ensure compression options are turned OFF. Failure to do so will cause distorted faxes, lost fax information and fax failures.
2. When plugging an analog phone line into a modem with two phone connectors, ensure the phone cable is plugged into the “Line” jack, versus the “phone” jack.
3. Use the “Detect” option from the modem choice list and let the 4-Sight FAX Server software recommend the proper modem script for the currently selected modem.

**IMPORTANT: ONLY REMOVE OR REPLACE MODEMS WHEN 4-SIGHT FAX SERVER HAS BEEN QUIT. IN OTHER WORDS, DO NOT DISCONNECT OR UNPLUG MODEMS WHEN 4-SIGHT FAX SERVER IS RUNNING.**

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<sup>1</sup> When 2 or more of these modems are connected to a single Macintosh, the Macintosh OS fails to consistently provide a unique port number for any modem other than the first. Do not attempt to connect multiple modems (from this list) to one machine because the firmware was not written compliant to Apple’s specifications - where device class settings must be "user specified". Sadly, Apple has ignored it’s own guidelines along with several others.

<sup>2</sup> Macintosh computers with Class 1 modems are G4 eMac, G4 iMac and G4 PowerMac “mirrored door” model.

<sup>3</sup> Macintosh computers with Motorola internal modems are G4 Mac mini, G5 iMac and G5 PowerMac.

<sup>4</sup> Since 2002, many phone systems provide router capabilities that work with 4-Sight FAX v7.

<sup>5</sup> Multitech has corrected multi-line issues starting with S#3175496.