



Soft Solutions, Inc.



4-Sight FAX Server 7.5

Supported Modem Devices

Modems

Supported Modems

The modems below are compatible with the 4-Sight FAX Server. We recommend the MultiTech fax modems, as they have been proven to be the most reliable of all models tested. We currently offer MultiTech MT9234MU-CDC modems for purchase.

Modem	Connection Type	Caller ID	DID	Baud (Kbs)	Our Rank	Latest OS Compatibility
Apple Internal (Class 1 & 2)	Internal	X		14.4	n/a	10.4
Apple External USB *	USB	X		56.0	n/a	10.4
Botticelli USB *	USB	X		56.0	n/a	10.4
Motorola Internal (Class 1)	Internal	X		56.0	n/a	10.4
MultiTech MT2834ZDXb	Serial		X	33.6	#6	10.6
MultiTech MT5634ZBA-USB-v.92	USB	X	X	56.0	#5	10.6
MultiTech MT5634ZBA-v.92	Serial	X	X	56.0	#4	10.6
MultiTech MT9234MU-USB	USB	X	X	56.0	#2	10.6
MultiTech MT9234MU-CDC	USB	X	X	56.0	#1	10.6
Zoom 3095 USB *	USB	X		56.0	n/a	10.4
Supra & Zoom *	Serial			33.6	n/a	10.4
SupraSonic 336V+ *	Serial			33.6	n/a	10.4
US Robotics Courier *	Serial			56.0	n/a	10.4
US Robotics Courier v.Everything *	Serial			56.0	n/a	10.4
Hayes Accura/Optima *	Serial			33.6	n/a	10.4
MultiTech MT1932 *	Serial			19.2	n/a	10.4
MultiTech MT5600ZDX (V) *	Serial			56.0	n/a	10.4
US Robotics 5637 USB *	USB	X		56.0	n/a	10.4

* - These modems have not had firmware updates in the last two years. With OS X 10.5 and above, there may be compatibility issues using these modems. Use these modems at *your own risk*.

Supported DID Routers

The DID routers below are compatible with the 4-Sight FAX Server.

Modem	Type	# of Lines
ExacomUSA DID-200SF	DID Trunk Router	1 to 4 Lines
ExacomUSA DID-200SFT	DID Trunk Router	1 to 4 Lines
ExacomUSA E&M-200SFT	PBX Router	1 to 4 Lines
MultiTech CDF-220-DID	PBX Router (?)	1 to 2 Lines

Notes

- When plugging an analog phone line into a modem with two connection jacks, ensure that the cable for the modem is plugged into the '**Line**' jack (and not the 'Phone' jack).
- Use the '**Detect**' option from the modem choice list if you are unsure of the modem settings. This allows the 4-Sight FAX Server software to automatically configure the modem with the appropriate modem script. Please note that 'Enable Incoming' and 'Enable Outgoing' must be unchecked in order for the 'Detect' option to operate.
- While fax remains an analog-based technology, most fax systems will operate with digital phone systems, provided the signal is not compressed. 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.
- Do not remove or replace modems while the 4-Sight FAX Server application is running. Only **remove or replace modems** once the 4-Sight FAX Server has been quit.
- **Multi-line support** is only offered through the MultiTech modems. All other modems will register only the first modem. Do not mix-and-match single-line modems to one machine, since the firmware for these modems were not written compliant to Apple's specifications.
- The fastest any fax will transmit is the slower of the sending or receiving machine/modem. Using a lower baud rate can increase reliability in modem connectivity.
- Please note that **Apple Internal modems** are used in G4 eMac, G4 iMac, and G4 PowerMac "mirrored door" models. **Motorola Internal modems** are used in G4 Mac Mini, G5 iMac, and G5 PowerMac models.

Questions? Comments?

Need more detailed information? Have a question about a specific modem or DID router? Contact us at support@softsinc.com.