

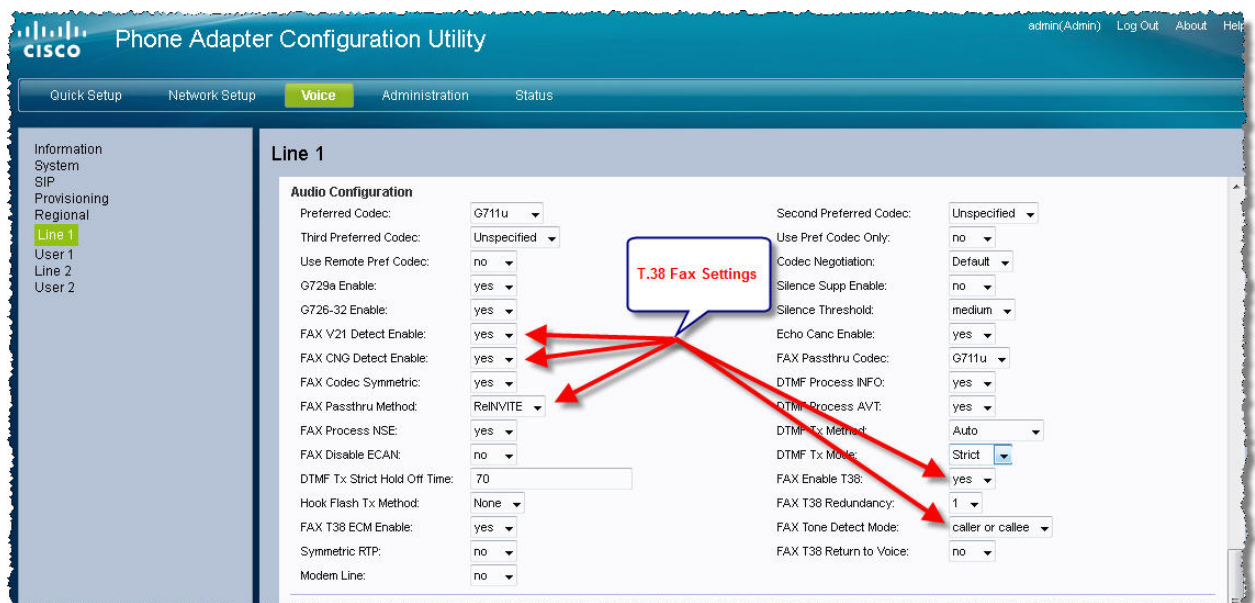
## SPA ATA: Fax—T.38 Basic Configuration

Your SPA112, SPA122, and SPA232D ATA are capable sending and receiving T.38 faxes. Here's how to configure:

### Using the web-UI

Voice tab > Line N > Audio Configuration:

1. FAX V21 Detect Enable: yes [factory default]
2. FAX CNG Detect Enable: yes [factory default]
3. FAX Passthru Method: ReINVITE [NSE is factory default]
4. FAX Enable T38: yes [no is factory default]
5. FAX tone Detect Mode: caller or callee [factory default]



6. Click Submit

### Using a Configuration File

Include the following in your ATA's configuration file:

```
...
...
<FAX_V21_Detect_Enable_1_>Yes</FAX_V21_Detect_Enable_1_>
<FAX_CNG_Detect_Enable_1_>Yes</FAX_CNG_Detect_Enable_1_>
<FAX_Passthru_Method_1_>ReINVITE</FAX_Passthru_Method_1_>
<FAX_Enable_T38_1_>Yes</FAX_Enable_T38_1_>
<FAX_Tone_Detect_Mode_1_>caller or callee</FAX_Tone_Detect_Mode_1_>
...
...
```



## Troubleshooting

One direction, either inbound or outbound faxing does not work:

Verify that all changes 1 through 5 from above are properly set.

Verify that all gateways between the two fax machines support sending and receiving of T.38 faxes. The entire network path must be T.38 enabled.

NSE Works with Out-bound but not Inbound Faxes:

Verify that the remote gateways all support NSE pass-through. Read about NSE [here](#).

Note that NSE-based pass-through uses proprietary Cisco NSE messaging between both the originating and termination voice gateways in order to transition to pass-through. Many third-party voice gateways may not be compatible with this signaling.

## Contacting Support

If you need to contact Cisco for support with T.38 faxing issues, be sure to provide:

1. the ATA's configuration file [[here's how to gather this data](#)]
2. Configure debug on the ATA [[here's how to do this](#)]
3. Gather a Wireshark trace of the failing fax transmission [[here's how to do this](#)]

## Reference Material

Use the [SPA ATA: Voice-Fax-Voice--Basic Configuration](#) document to configure T.38 voice-fax-voice faxing on your ATA.

Use this [reference document](#) to locate SPA ATA resources

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