



## Fax Detection for SIP Call and Transfer

---

The fax detection feature detects whether an inbound call is from a fax machine. If the inbound call is from a fax machine, the call is rerouted appropriately.

- [Restrictions for Fax Detection for SIP Call and Transfer On Cisco IOS XE, on page 1](#)
- [Information About Fax Detection for SIP Call and Transfer, on page 1](#)
- [Fax Detection with Cisco IOS XE High Availability, on page 4](#)
- [How to Configure Fax Detection for SIP Calls, on page 4](#)
- [Configuration Examples for Fax Detection for SIP Calls, on page 8](#)
- [Feature Information for Fax Detection for SIP Call and Transfer, on page 9](#)

## Restrictions for Fax Detection for SIP Call and Transfer On Cisco IOS XE

- The Fax Detect feature is only supported with routers fitted with DSP modules.
- Only the g711ulaw and g711alaw codecs can be used for detecting fax CNG tone.
- Each destination number can be of a maximum length of 32 characters.
- Fax Detection is only supported with LTI-based transcoding.

## Information About Fax Detection for SIP Call and Transfer

Fax detection is typically used if you need to have a single phone number for both voice and fax services. Incoming calls are initially answered by an auto attendant or interactive voice response (IVR) service. At this point, the media stream is monitored for fax tones. Calls identified as coming from a fax machine are then rerouted to a new destination, such as a fax server.

For Fax detection to work, the **cng-fax-detect** command under DSP farm and the **detect-fax** command must be configured in the inbound dial-peer. The fax detection feature may be configured to redirect calls to a local voice port or a remote application.

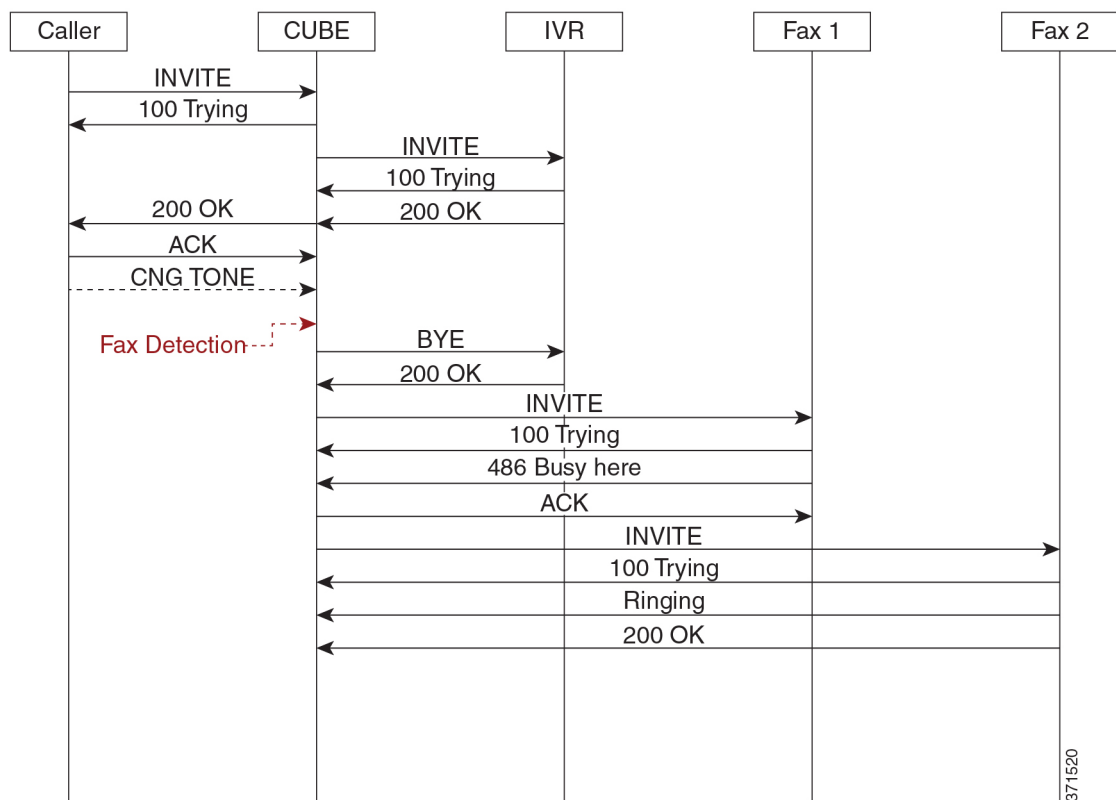


**Note** Fax detection on CUBE is also supported through a TCL script. The script answers an incoming call, plays a prompt and makes an outgoing voice or fax call. You can download the TCL script from the [CiscoDevNet Github](#).

## Local Redirect Mode

Local redirect may be used to transfer a fax call to either a local port or remote destination. Multiple destinations may be used if required, allowing the CUBE to hunt for the first available resource. The configured hunt list can include any number of destination ports.

**Figure 1: Local Redirect Call Flow**



An initial connection is made as a voice call through CUBE to the IVR. On detection of fax tones in the media path, CUBE closes the connection to the IVR, then hunts through a list of numbers to establish a connection to a fax machine or fax server, allowing the originating fax machine to complete its transmission. In a scenario where T.38 is not supported by CUBE, it will fallback to passthrough.

For each call, a digital signal processor (DSP) channel is allocated to detect the fax CNG tone. This DSP remains allocated until the original call leg clears at the end of the call. In the call flow example above, the first fax machine is busy, so the CUBE establishes the call with the second fax machine.



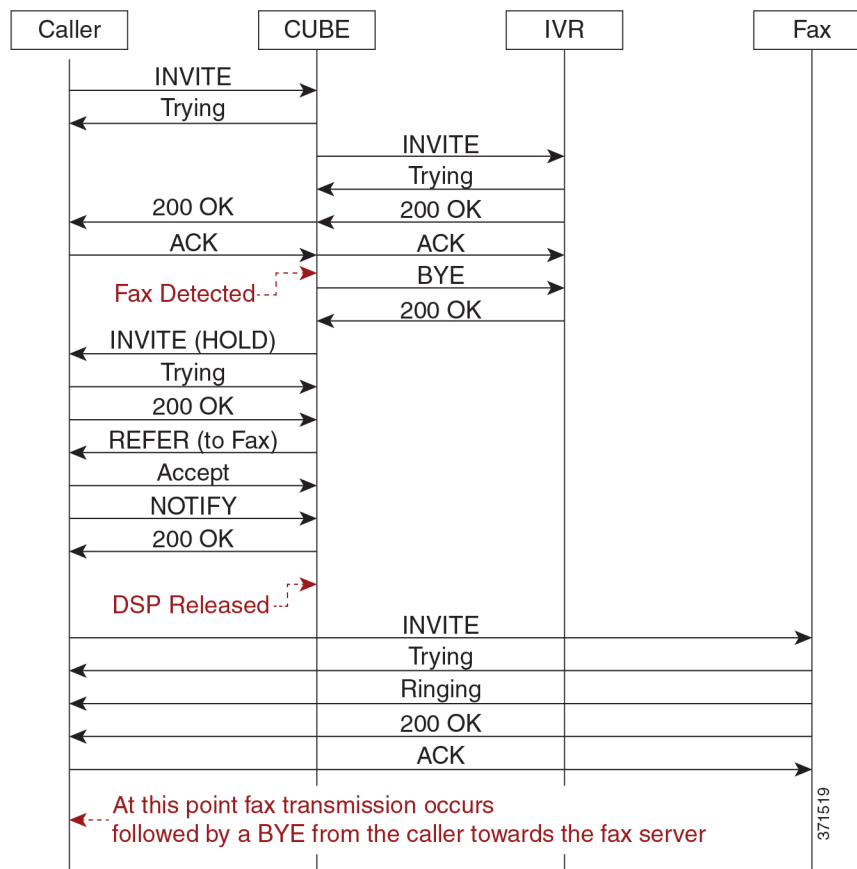
**Note** For Local Redirect, new calls legs are negotiated as voice, not as fax session.

## Refer Redirect Mode

In this mode, calls are redirected to a fax service by the original calling party. The redirect is based on information provided by CUBE in a SIP Refer message (similar to a blind transfer).

In this mode, only one redirection target can be configured.

**Figure 2: Refer Redirect Call Flow**



An initial connection is made as a voice call through CUBE to the IVR. On detection of fax tones in the media path, CUBE closes the connection to the IVR. To transfer the call, CUBE first sends a re-invite to put the original call leg on hold, then sends a SIP REFER with details of the remote fax server. From this point, CUBE is no longer involved in the call flow as the originating fax communicates directly with the destination server.

For each call, a DSP channel or resource is allocated to detect the CNG tone. This resource is released once the call transfer has been initiated.

**Transcoder Behavior for Cisco IOS XE**

For the fax tone detection support offered for Cisco IOS XE, the DSP resource behavior for local and refer redirect is as follows:

- For local redirect, CUBE doesn't release the transcoder until the fax call disconnects.
- For refer redirect, CUBE releases the transcoder when the REFER message is sent to the peer leg.

## Fax Detection with Cisco IOS XE High Availability

Fax detection and transfer are supported with CUBE High Availability (HA) deployments. In this mode, two CUBE routers are configured to run in Active-Standby mode.

The following behaviors specific to this feature must be noted:

- Failover after initial call has been established, but fax hasn't been detected—The call is preserved, but tone detection is not available for the remainder of that call. The originating fax machine terminates the call after CNG time-out.
- Failover after fax detection, but before the transferred call leg is established—The initial call is preserved and the transfer fails. The originating fax machine terminates the call after CNG time-out.

## How to Configure Fax Detection for SIP Calls

### Configure DSP Resource to Detect Fax Tone

**SUMMARY STEPS**

1. **enable**
2. **configure terminal**
3. **dspfarm profile *tag* transcode universal**
4. **cng-fax-detect**
5. **maximum sessions *sessions***
6. **associate application CUBE**
7. **end**

**DETAILED STEPS****Procedure**

	Command or Action	Purpose
<b>Step 1</b>	<b>enable</b>  <b>Example:</b>  Device> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> <li>• Enter your password if prompted.</li> </ul>

	Command or Action	Purpose
Step 2	<b>configure terminal</b> <b>Example:</b> Device# configure terminal	Enters global configuration mode.
Step 3	<b>dspfarm profile tag transcode universal</b> <b>Example:</b> Device(config)# dspfarm profile 5 transcode universal	Enters DSP farm profile configuration mode and enables the profile for transcoding.
Step 4	<b>cng-fax-detect</b> <b>Example:</b> Device(config-dspfarm-profile)# cng-fax-detect	Enables CNG tone detection.
Step 5	<b>maximum sessions sessions</b> <b>Example:</b> Device(config-dspfarm-profile)# maximum sessions 6	Configures maximum number of sessions.
Step 6	<b>associate application CUBE</b> <b>Example:</b> Device(config-dspfarm-profile)# associate application CUBE	Configures an application to the profile for LTI-based transcoding.
Step 7	<b>end</b> <b>Example:</b> Device(config-dspfarm-profile)# end	Returns to privileged EXEC mode.

## Dial-peer Configuration to Redirect Fax Call

### SUMMARY STEPS

1. enable
2. configure terminal
3. dial-peer voice *number* voip
4. description *tag*
5. session protocol sipv2
6. incoming called *number* *number*
7. voice-class codec *tag*
8. no vad
9. detect-fax [*mode* { *refernumber* | *localnumber* } ]

10. end

## DETAILED STEPS

### Procedure

	Command or Action	Purpose
<b>Step 1</b>	<b>enable</b> <b>Example:</b> Device> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> <li>• Enter your password if prompted.</li> </ul>
<b>Step 2</b>	<b>configure terminal</b> <b>Example:</b> Device# configure terminal	Enters global configuration mode.
<b>Step 3</b>	<b>dial-peer voice <i>number</i> voip</b> <b>Example:</b> Device(config)# dial-peer voice 401 voip	Enters dial peer configuration mode for the specified VoIP dial peer.
<b>Step 4</b>	<b>description <i>tag</i></b> <b>Example:</b> Device(config-dial-peer)# description Incoming dial-peer for Fax	Provides a description for the incoming dial-peer for Fax.
<b>Step 5</b>	<b>session protocol sipv2</b> <b>Example:</b> Device(config-dial-peer)# session protocol sipv2	Configures SIP as the session protocol type.
<b>Step 6</b>	<b>incoming called number <i>number</i></b> <b>Example:</b> Device(config-dial-peer)# incoming called-number 903309	Creates inbound dial-peer.
<b>Step 7</b>	<b>voice-class codec <i>tag</i></b> <b>Example:</b> Device(config-dial-peer)# voice-class codec 111	Applies the previously configured voice class and associated codecs to a dial peer. The voice class codec can only include g711ulaw and g711alaw.
<b>Step 8</b>	<b>no vad</b> <b>Example:</b> Device(config-dial-peer)# no vad	Disables voice activity detection (VAD) for the calls using the dial peer being configured.

	Command or Action	Purpose
Step 9	<b>detect-fax</b> [mode { refernumber  localnumber} ] <b>Example:</b> <pre>Device(config-dial-peer)# detect-fax refer 12101</pre>	Defines fax detection as local or refer mode and refers to the directory number of the fax machine.  If local mode is configured, then a list of numbers, separated by a space may be entered. Refer mode only allows a destination number to be configured.
Step 10	<b>end</b> <b>Example:</b> <pre>Device(config-dial-peer)# end</pre>	Returns to privileged EXEC mode.

## Verifying Fax Detection for SIP Calls

### SUMMARY STEPS

1. enable
2. show call active voice compact
3. show dspfarm dsp active

### DETAILED STEPS

#### Procedure

##### Step 1 enable

###### Example:

```
Device> enable
```

Enables privileged EXEC mode.

##### Step 2 show call active voice compact

###### Example:

This is a sample output of call setup when the call is connected:

```
Device# show call active voice compact
```

```

<callID>  A/O FAX T<sec> Codec      type      Peer Address      IP R<ip>:<udp>
Total call-legs: 3
      9   ANS   T4      g711ulaw  VOIP      P808808           9.42.25.145:17940
     10   ORG   T4      g711ulaw  VOIP      P309903           9.42.25.149:16396
     11   ANS   T4      g711ulaw  VOIP      P808808           9.42.25.149:16394

```

##### Step 3 show dspfarm dsp active

###### Example:

This is a sample output of the DSP channel reserved to detect CNG tone after the call is set up.

Device# **show dspfarm dsp active**

SLOT	DSP	VERSION	STATUS	CHNL	USE	TYPE	RSC_ID	BRIDGE_ID	PKTS_TXED	PKTS_RXED
0	2	36.1.0	UP	1	USED	xcode	1	9	228	119
0	2	36.1.0	UP	1	USED	xcode	1	10	113	251

Total number of DSPFARM DSP channel(s) 1

## Troubleshooting Fax Detection for SIP Calls

You can enable the logs of the following **debug** or **show** commands, which are helpful in debugging fax detection for SIP calls:

- **debug voip ipipgw all**
- **debug ccsip verbose**
- **debug voip ccapi all**
- **debug voip dsmp all**
- **debug voip hpi all**
- **debug media resource provisioning all**
- **show call active voice compact**
- **show dspfarm dsp active**
- **show voip rtp connections**

## Configuration Examples for Fax Detection for SIP Calls

### Example: Configuring Local Redirect

The following is a sample configuration in local redirect mode for fax detection. In this example, the dial-peer has to be configured for the FAX directory numbers 9033010 and 9033011.

```
dspfarm profile 10 transcode universal
  codec g729abr8
  codec g729ar8
  codec g711alaw
  codec g711ulaw
  codec g729r8
  codec ilbc
  codec g722-64
  cng-fax-detect
  maximum sessions 6
  associate application CUBE
!
dial-peer voice 401 voip
  description "Incoming dial-peer to ASR"
```



```
session protocol sipv2
incoming called-number 903309
voice-class codec 111
dtmf-relay rtp-nte
no vad
detect-fax mode local 9033010 9033011

dial-peer voice 406 voip
description "Outbound dialpeer for ..."
destination-pattern 9033010
session protocol sipv2
session target ipv4:9.41.36.11:14762
voice-class codec 111
dtmf-relay rtp-nte
fax protocol pass-through g711ulaw
no vad

dial-peer voice 406 voip
description "Outbound dialpeer for ..."
destination-pattern 9033011
session protocol sipv2
session target ipv4:9.41.36.11:14765
voice-class codec 111
dtmf-relay rtp-nte
fax protocol pass-through g711ulaw
no vad
```

## Example: Configuring Refer Redirect

In Refer mode, only one fax number can be configured.

```
dial-peer voice 401 voip
description "Incoming dial-peer to ASR"
session protocol sipv2
incoming called-number 903309
voice-class codec 111
dtmf-relay rtp-nte
no vad
detect-fax mode refer 9033010

dial-peer voice 406 voip
description "Outbound dialpeer for ..."
destination-pattern 9033010
session protocol sipv2
session target ipv4:9.41.36.11:14762
voice-class codec 111
dtmf-relay rtp-nte
fax protocol pass-through g711ulaw
no vad
```

## Feature Information for Fax Detection for SIP Call and Transfer

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to <https://cfng.cisco.com/>. An account on Cisco.com is not required.

**Table 1: Feature Information for Fax Detection for SIP Call and Transfer**

Feature Name	Releases	Feature Information
Fax Detection for SIP Call and Transfer	Cisco IOS 15.4(2)T	Fax detection is the capability to detect automatically whether an incoming call is voice or fax. For calls coming from an IP trunk to CUBE, the Fax Detection for SIP Call and Transfer feature is used to detect CNG tones (calling tones) so that the fax server can handle the actual fax transmission or redirect the fax call to a configured fax number.  The following commands were introduced: <b>cng-fax-detect</b> and <b>detect-fax mode</b> .
Fax Detection for SIP Call and Transfer on Cisco IOS XE Platforms	Cisco IOS XE Amsterdam 17.2.1r	Support was introduced for SIP call and transfer for IP-to-IP calls on Cisco IOS XE platforms for Cisco Unified Border Element.