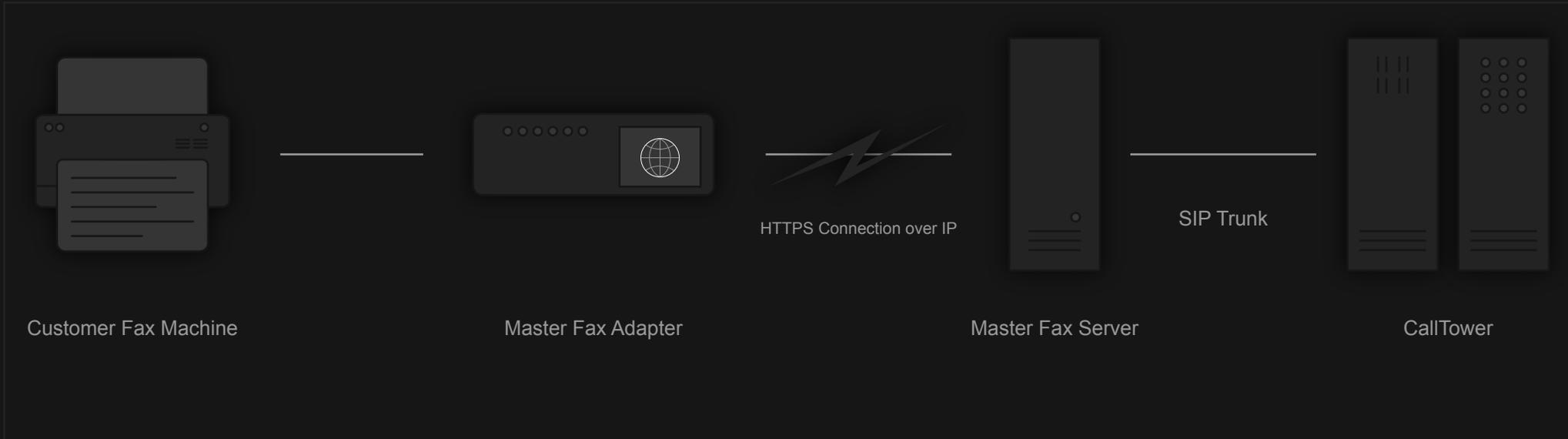# MasterFax: Product Overview

MasterFax is based on the Faxback fax server and HTTPS enabled Master Fax Adapter.

| Customer Fax Machine | Master Fax Adapter | HTTPS Connection over IP | Master Fax Server | SIP Trunk | CallTower |

Rather than a traditional approach of requiring solid IP and a SIP connection all the way to the MasterFax Adapter, MasterFax replaces the link between the MasterFax Adapter and us with an HTTPS connection. This connection is not subject to the same concerns with jitter and latency as SIP, which provides reliable faxing over unreliable IP.

NOTE – The MasterFax Adapter with HTTPS faxing enabled is required for MasterFax. This must be purchased through CallTower; we don't allow customers to bring their own.

Inbound Fax

The remote fax machine sends the fax to our fax server over SIP. The fax server receives the fax, then forwards it over HTTPS to the MasterFax Adapter. The MasterFax Adapter plays back the fax to the customer fax machine over the analog port.

Outbound Fax

The customer's fax machine sends the fax to the MasterFax Adapter over the analog port. The MasterFax Adapter forwards the fax to our fax server over HTTPS. The fax server then sends the fax to the remote destination over SIP.

Customer Experience

The customer experience with MasterFax is very similar to a fax machine on a POTS line. The customer sends faxes just like before, with the only change being the confirmation. Since the fax is relayed over HTTPS, instant confirmation is not available. Once the fax server has successfully transmitted the fax, it will send a confirmation fax to the MasterFax Adapter to verify the fax has reached the remote destination. This confirmation is received just like an incoming fax. The customer may want to disable confirmation pages on the fax machine itself in favor of these confirmations from the server. Inbound faxes are received just as before.