

Experiencing Unreliable T.38 Fax Connection Using an SPA2100

Document ID: 108792

Contents

[Introduction](#)[How do I improve my fax completion rates?](#)[Related Information](#)

Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. How do I improve my fax completion rates?

A.

In order to improve fax completion rates on the SPA2100, make sure:

- The SPA2100's firmware is the current version
- You have enough bandwidth for uplink and downlink. For G.711 fallback, *~100Kbps* is recommended. For T.38, allocate at least *50Kbps*.

In addition, configure these parameters:

- Set *Network Jitter Buffer* to *Very High*
- Set *Jitter Buffer Adjustment* to *Disable*
- Set *Call Waiting* to *No*
- Set *3-Way Calling* to *No*
- Set *Echo Canceller* to *No*
- Set *Silence Suppression* to *No*
- Set *Preferred Codec* to *G.711*
- Set *Use Preferred Codec Only* to *Yes*

Note: For T.38 fax support, enable the feature by setting *Fax Passthru Method* to *ReINVITE* under the *Line* tabs. Note that if a T.38 call cannot be set up, then the call should automatically revert to G711 fallback.

If you are using a Cisco media gateway, make sure it is configured with T.38 for the SPA2100 corresponding dial peer. The dial peer should include:

- *Fax Protocol* should be set to *T.38*
- *Fax Rate* should be set to *Voice*
- *Fax-Relay ECM* should be set to *Disable*
- *Fax NSF* should be set to *000000*
- *No VAD*

Related Information

- [Technical Support & Documentation – Cisco Systems](#)

