FAQs

About Cloudli Communications &
Advantage Technologies
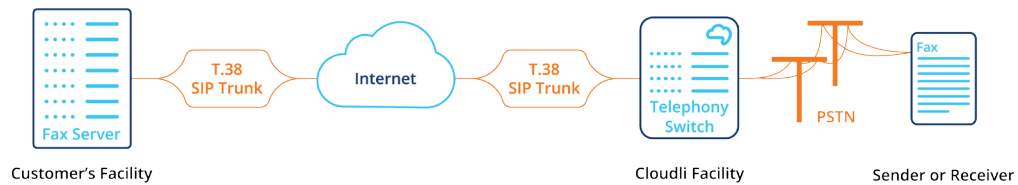
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How does Cloudli T.38 fax work?

Cloudli enables enterprises to virtualize their fax servers with T.38 SIP Trunks, which are virtual lines that allow connected devices to send and receive real-time faxes via the Internet. Cloudli's T.38 fax SIP Trunks eliminate the high cost tied to using aging, costly "copper-based" telephone lines to transmit faxes.

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Where is Cloudli available?

Cloudli T.38 fax services are available in Canada and in the United States.

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Are there any requirements to use Cloudli's T.38 SIP Trunks?

You simply need an Internet connection from your local Internet provider and the fax server to connect the T.38 SIP Trunks to.

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How do I sign-up for a Free Trial?

Getting started with a free trial is as easy as **filling out a form**. A Cloudli representative will then get in touch with you to learn more about your faxing environment and needs, and that's it! Your fax service will be up and running shortly after.

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5 Are Cloudli's T.38 SIP Trunks secure?

Cloudli's T.38 SIP Trunks provide highly reliable and secure connections that transmits in real-time. Cloudli offers AES encryption that secures the entire communication session. AES encryption is especially lightweight, which means it avoids the traffic overhead that leads to fax failures.

6 How does Cloudli ensure business continuity?

Cloudli's T.38 SIP Trunks offer a dual-homed architecture for high availability with an active/active implementation. This means when one site is down, the other can take over the responsibilities with minimal interruption.

Cloudli has incorporated a mechanism within its architecture that allows for real-time, secure and encrypted communication between devices, and Session Border Control (SBC) elements that protect all IP call traffic within its network.

For enterprises that are required to respect regulatory laws that mandate encryption, Cloudli's real-time encryption mechanism, coupled with its high availability architecture, provides the ideal solution for business continuity.

7 How does Advantage Technologies and Cloudli work together?

Advantage Technologies and Cloudli work together throughout the sales and onboarding process to ensure that customers have the information and expertise required to make an informed decision when it comes to fax.

Advantage Technologies delivers expertise around the servers and workflows necessary to make the move to IP fax; Cloudli provides skillful connectivity recommendations and configurations to make the transition to IP seamless and reliable.

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Why work with Advantage Technologies and Cloudli?

Advantage Technologies and Cloudli have worked together for a decade. Their combined expertise facilitates the transition to IP fax for numerous large, complex requirements across North America. Both providers have proven track records in the fax industry. Cloudli has been developing innovative, resilient, and reliable communications solutions for nearly 40 years, while Advantage Technologies is a leading provider and integrator of RightFax, cloud fax and document delivery solutions for over 22 years.

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How is a T.38-based fax solution different than analog and hosted fax solutions?

Here are a few of the characteristics of each type of fax:

Analog:

- Uses telephone fax lines to connect a fax machine and transmit documents
- Reliance on the PSTN for transmission can lead to costly long-distance charges
- Carriers are discontinuing and retiring their copper wire infrastructures

Hosted:

- A cloud-based or store-and-forward fax solution: there is a third-party intermediary between the sender and receiver
- Cloud-based solutions transfer email to fax and fax to email

Real-time (T.38):

- Standards-based protocol that defines how a real-time fax call is carried over the Internet (FoIP) without having to convert it into a voice call (VoIP)
- Eliminates the high cost tied to using legacy "copper-based" telephone services to transmit faxes
- Real-time fax: Unlike hosted fax solutions, T.38 does not use a third-party fax server. You are in full control of your fax server.

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What are the advantages of using T.38?

Real-time (T.38) fax offers reduced opportunity for compromised data integrity, easier compliance with regulations like HIPAA, better fax delivery completion rate over IP, and cost savings compared to analog solutions. In addition to being reliable, T.38 fax can also be encrypted to offer an additional level of protection. This is a significant advantage over legacy fax, which cannot be encrypted. Make sure that you look for AES encryption for T.38 fax, which is the most rigorous encryption available on the market.

Real-time T.38 fax is flexible. Whether you need to replace a single analog fax line, or have production fax volumes, there's a T.38 solution for you. If your business has fax devices in place, you can connect T.38 SIP Trunks to those devices to send and receive faxes. Fax servers that support email delivery can be configured to emulate the desktop fax experience for some or all your users.

T.38 fax can offer significant savings – lower inbound and outbound costs because faxes take advantage of the Internet, plus the ability to scale to support your precise volumes, without the requirement to overbuy.

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Why do organizations use T.38 instead of a hosted fax solution?

Organizations who need to meet privacy requirements and need the assurance that their fax service offers a heightened security will opt for a T.38 IP fax solution. T.38 avoids third-party storage that may make the data more vulnerable and queueing that may lead to delays in fax confirmation. With T.38 fax, organizations are in control of their fax server.

T.38 also enables companies to add high-level encryption of both the IP session signaling and the media (image), without compromising reliability.

Finally, T.38 IP fax is best for offices focused on transmitting higher volumes of faxes with utmost speed and security, and companies who have multiple locations with fax servers and/or have numerous fax servers connected to their network.