

Error Correction Mode (ECM)

Applies to

RightFax 10.0.0, 10.5, 10.6, 9.3, 9.4

Summary

In RightFax, what is Error Correction Mode (ECM), and what are the benefits of using ECM?

Resolution

Error correction mode (ECM) is an optional transmission mode built into Class 1/2/2.0 fax machines or fax modems. ECM automatically detects and corrects errors in the fax transmission process that are sometimes caused by telephone line noise.

Page data is divided into Octets (small blocks of data). Once the receiver has received all the Octets, it examines them (using check-sums) and then advises the transmitting fax of any Octets that are in error. The transmitter then needs to only resend the blocks in error rather than the whole page. This generally means an ECM coded fax will be more likely to succeed on a noisy line. ECM is the norm rather than the exception. Some fax machines have the capability to enable or disable this function.

In a RightFax environment, Error Correction Mode should always be enabled unless other non-endpoint telephony equipment in the same environment cannot support ECM. Even in these circumstances, ECM can almost always be enabled, and devices that cannot support ECM will usually override and disable ECM for the remaining legs of fax calls. If another end device cannot support ECM, the T.30 fax training phase is able to negotiate another set of parameters common to both devices so the call can proceed.

Symptoms of non-ECM calls include higher overall failure rates to non-ECM devices, as well as noticeable page corruption such as partial pages or partial or missing lines of information.



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About Advantage

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.

