



Avaya Solution & Interoperability Test Lab

Application Notes for MultiTech FaxFinder® with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for MultiTech FaxFinder® to interoperate with Avaya IP Office. The MultiTech FaxFinder is a fax application that uses the analog user interface from Avaya IP Office to send and receive fax.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required for MultiTech FaxFinder® to interoperate with Avaya IP Office. The MultiTech FaxFinder is a fax application that uses the analog user interface from Avaya IP Office to send and receive fax.

Each fax port on MultiTech FaxFinder is configured as an analog user on Avaya IP Office, and the corresponding analog extension is provisioned to send the called number in DTMF after call connection. The analog users associated with the fax ports are placed into a fax hunt group for incoming fax distribution.

For each user on Avaya IP Office desired to use fax, a virtual fax extension and user is created with calls forwarded to the fax hunt group. Incoming fax calls to the virtual fax extensions are forwarded to the fax hunt group, and delivered to MultiTech FaxFinder via available fax ports. When Avaya IP Office detects that a fax call has been answered, the virtual fax extension associated with the DID number is out-pulsed via DTMF digits to MultiTech FaxFinder. The received incoming fax can be sent to the fax recipient's email address, printed automatically, or stored in a shared folder, depending on the provisioning in MultiTech FaxFinder. In the compliance testing, the shared folder method was used to store incoming faxes.

Outgoing faxes can be sent from the MultiTech FaxFinder Client application, from any PC application that supports print, or from the MultiTech FaxFinder web interface. In the compliance testing, the web interface method was used to send outgoing faxes.

1.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on MultiTech FaxFinder:

- Proper handling of faxes via the analog ports including send/receive, internal fax, external fax over ISDN (PRI), simultaneous with bi-directional faxes, and miscellaneous failure scenarios.
- Proper handling of faxes with different pages, complexity, format, and data rates.
- No adverse impact on the internal and external calls during faxes.

The serviceability testing focused on verifying the ability of MultiTech FaxFinder to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet/Analog cables to MultiTech FaxFinder.

1.2. Support

Technical support on MultiTech FaxFinder can be obtained through the following:

- **Phone:** (763) 717-5863
- **Web:** <https://support.multitech.com>

2. Reference Configuration

Figure 1 below shows the configuration used for the compliance testing. The MultiTech FaxFinder consists of 1, 2, 4, and 8 port models. In the compliance testing, the 2-port FF230 model was used.

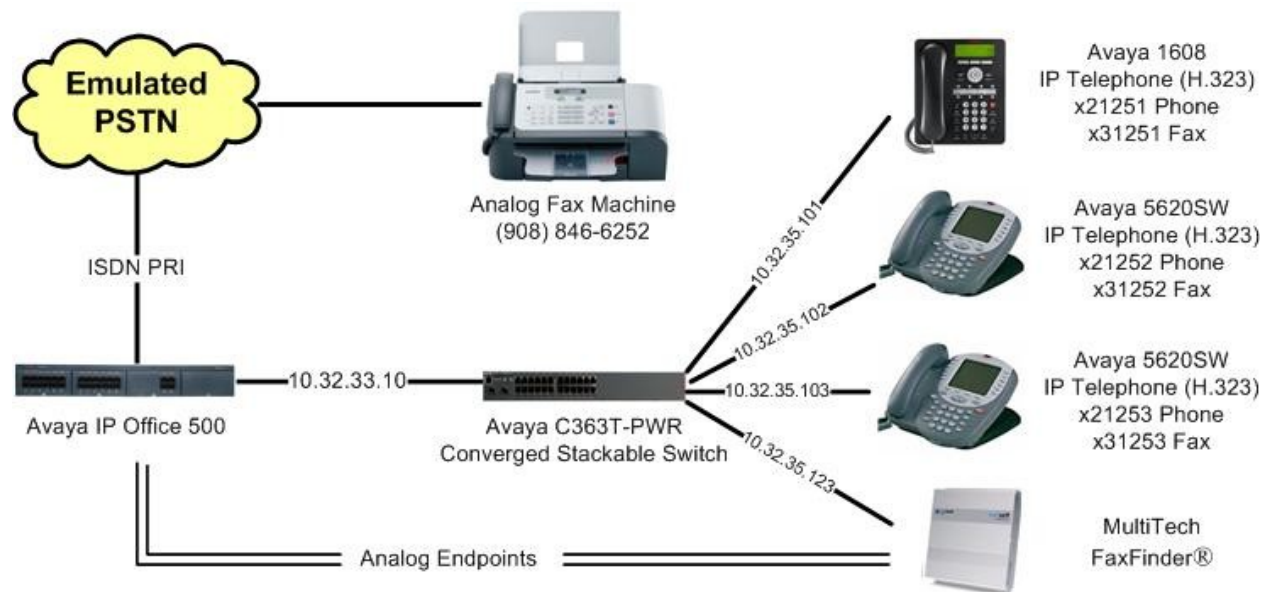


Figure 1: MultiTech FaxFinder with Avaya IP Office

3. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software
Avaya IP Office 500	5.0 (4)
Avaya 1608 IP Telephone (H.323)	1.2
Avaya 5620SW IP Telephone (H.323)	8.016
MultiTech FaxFinder® on FF230	2.0.4

4. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Administer physical fax ports
- Administer fax hunt group
- Administer virtual fax users
- Administer incoming call route

4.1. Administer Physical Fax Ports

From a PC running the Avaya IP Office Manager application, select **Start > Programs > IP Office > Manager** to launch the Manager application. Select the proper IP Office system, and log in using the appropriate credentials.

The **Avaya IP Office R5 Manager** screen is displayed. From the configuration tree in the left pane, select **Extension**, followed by the specific extension corresponding to the first analog port that is physically connected to MultiTech FaxFinder, in this case “21242”.

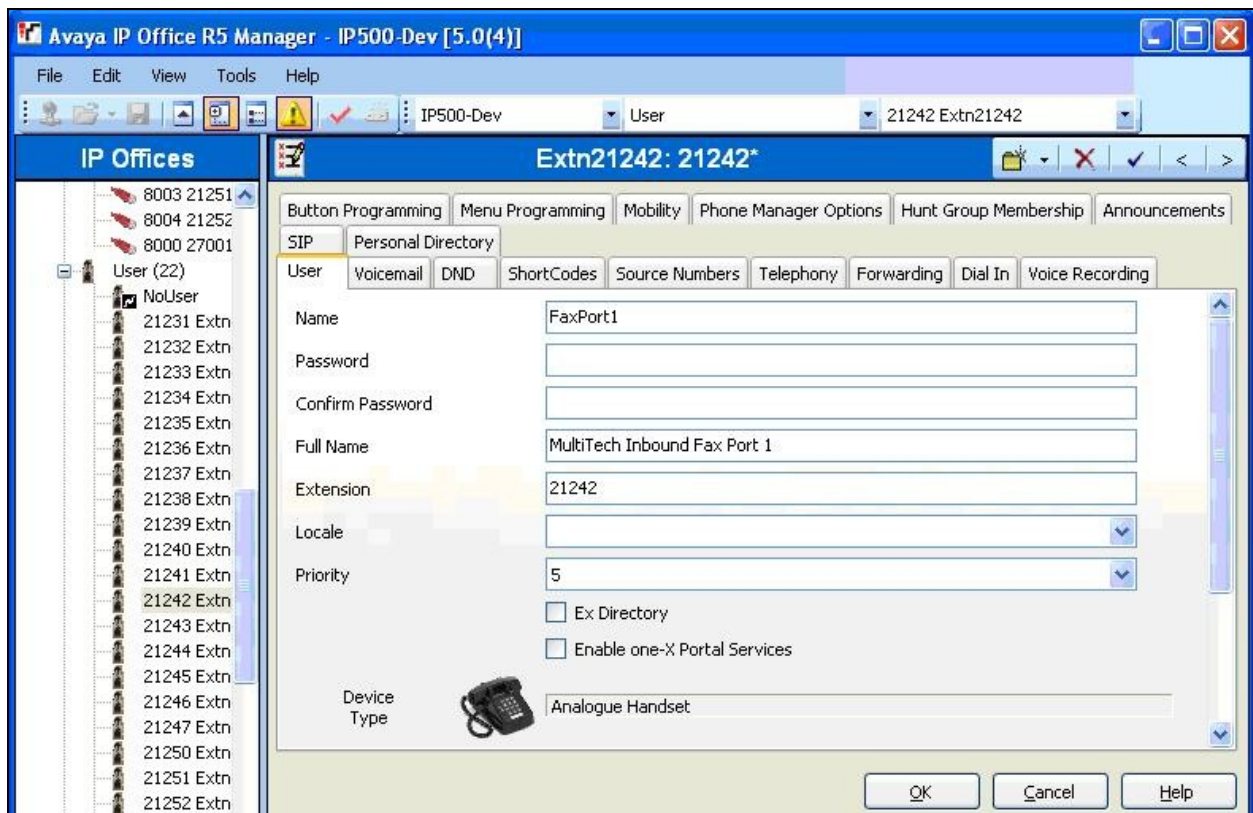
The **Analogue Extension** screen is displayed. In **Caller Display Type**, select “DTMFF” from the drop-down list, to enable the called number to be out-pulsed via DTMF digits to MultiTech FaxFinder upon call connection.



From the configuration tree in the left pane, select **User**, followed by the user corresponding to the extension from above. In this case, the user is “21242”.

Select the **User** tab. Enter a descriptive **Name** and **Full Name**.

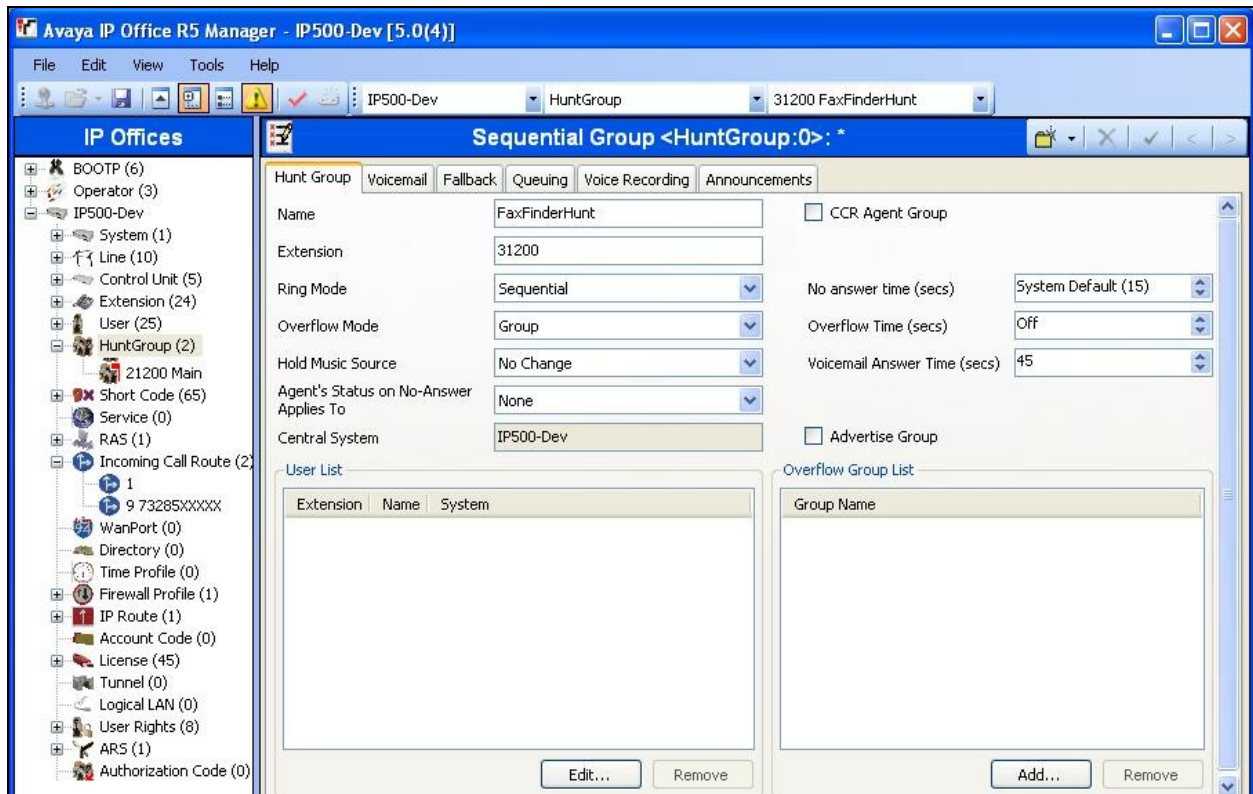
Repeat this section for all analog ports that are physically connected to MultiTech FaxFinder. In the compliance testing, two analog ports with extensions “21242” and “21244” were modified.



4.2. Administer Fax Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. Enter desired values for the **Name** and **Extension** fields.

Click on **Edit** in the **User List** section to add members.



The **Select Members** screen is displayed. Select the entries with **Extn** values matching to the physical analog fax ports from **Section 4.1**, and click the **Append** button to move the selected entries to the right.

Sequential HuntGroup 31200 FaxFinderHunt Select Members

Filters: Extn Name, Extn Number, PBX Name, PBXAddress

Available Users (21/21)

Name	Extn	PBXName	PBXAddress
Extn21231	21231	IP500-Dev	10.32.33.10
Extn21232	21232	IP500-Dev	10.32.33.10
Extn21233	21233	IP500-Dev	10.32.33.10
Extn21234	21234	IP500-Dev	10.32.33.10
Extn21235	21235	IP500-Dev	10.32.33.10
Extn21236	21236	IP500-Dev	10.32.33.10
Extn21237	21237	IP500-Dev	10.32.33.10
Extn21238	21238	IP500-Dev	10.32.33.10
Extn21239	21239	IP500-Dev	10.32.33.10
Extn21240	21240	IP500-Dev	10.32.33.10
Extn21241	21241	IP500-Dev	10.32.33.10
Extn21243	21243	IP500-Dev	10.32.33.10
Extn21245	21245	IP500-Dev	10.32.33.10
Extn21246	21246	IP500-Dev	10.32.33.10
Extn21247	21247	IP500-Dev	10.32.33.10
Extn21250	21250	IP500-Dev	10.32.33.10
Extn21251	21251	IP500-Dev	10.32.33.10
Extn21252	21252	IP500-Dev	10.32.33.10
FaxPort1	21242	IP500-Dev	10.32.33.10
FaxPort2	21244	IP500-Dev	10.32.33.10
sip27001	27001	IP500-Dev	10.32.33.10

Members (2/2)

Order	Enabled	Name	Extn	PBXName	PBXAddress
1	<input checked="" type="checkbox"/>	FaxPort1	21242	IP500-Dev	10.32.33.10
2	<input checked="" type="checkbox"/>	FaxPort2	21244	IP500-Dev	10.32.33.10

Buttons: Add Before, Add After, Append, Remove

Buttons: OK, Cancel, Help

The **Sequential Group** screen is displayed and updated with the selected members.

Avaya IP Office R5 Manager - IP500-Dev [5.0(4)]

File Edit View Tools Help

IP500-Dev HuntGroup 21200 Main

Sequential Group <HuntGroup:0>: *

Hunt Group: Voicemail, Fallback, Queuing, Voice Recording, Announcements

Name: FaxFinderHunt

Extension: 31200

Ring Mode: Sequential

Overflow Mode: Group

Hold Music Source: No Change

Agent's Status on No-Answer Applies To: None

Central System: IP500-Dev

CCR Agent Group: ☐

No answer time (secs): System Default (15)

Overflow Time (secs): Off

Voicemail Answer Time (secs): 45

Advertise Group: ☐

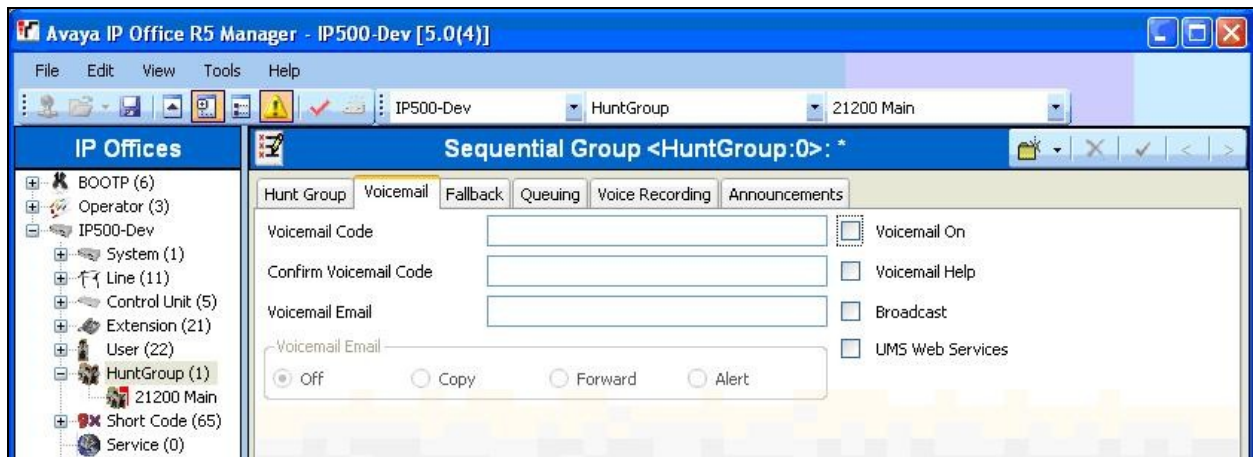
User List

Extension	Name	System
<input checked="" type="checkbox"/> 21242	FaxPort1	IP500-Dev
<input checked="" type="checkbox"/> 21244	FaxPort2	IP500-Dev

Overflow Group List

Group Name

Select the **Voicemail** tab, and make sure **Voicemail On** is unchecked, and that **Voicemail Email** is **Off**, as shown below.



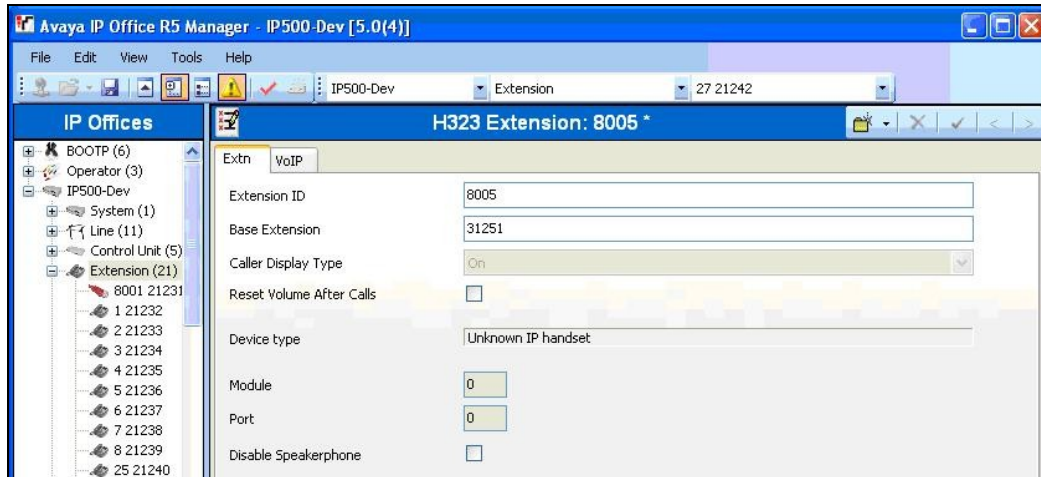
Select the **Queuing** tab, and uncheck **Queuing On**, as shown below.



4.3. Administer Virtual Fax Users

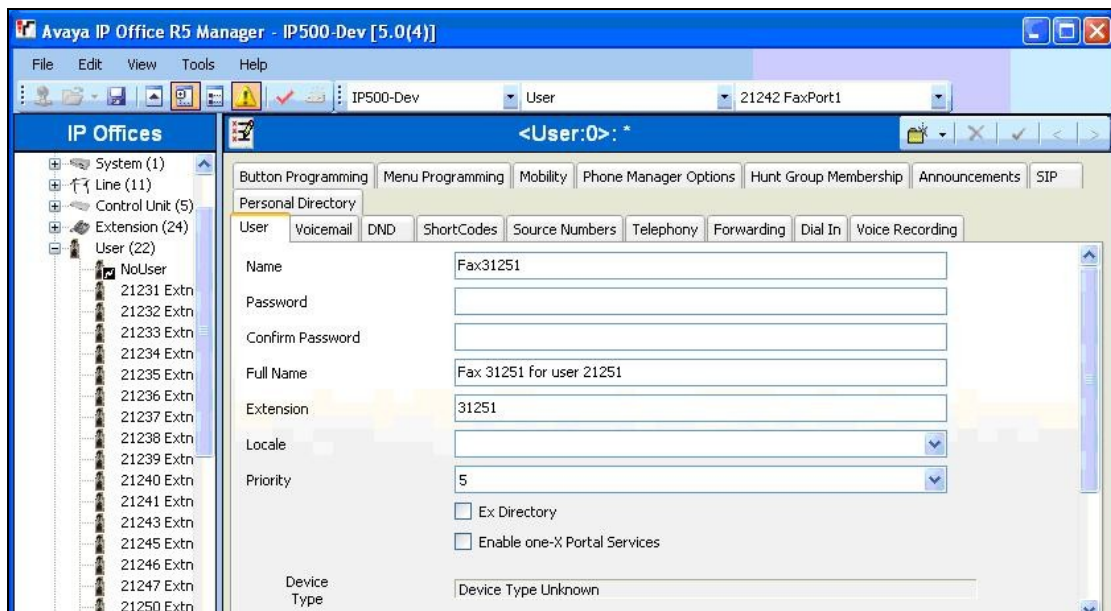
For every user on IP Office desired to use MultiTech FaxFinder with a personal identifiable fax number, a virtual fax extension and user needs to be created. From the configuration tree in the left pane, right-click on **Extension**, and select **New > H323 Extension**. The **H323 Extension** screen is displayed.

Enter the desired **Base Extension**, in this case “31251”.

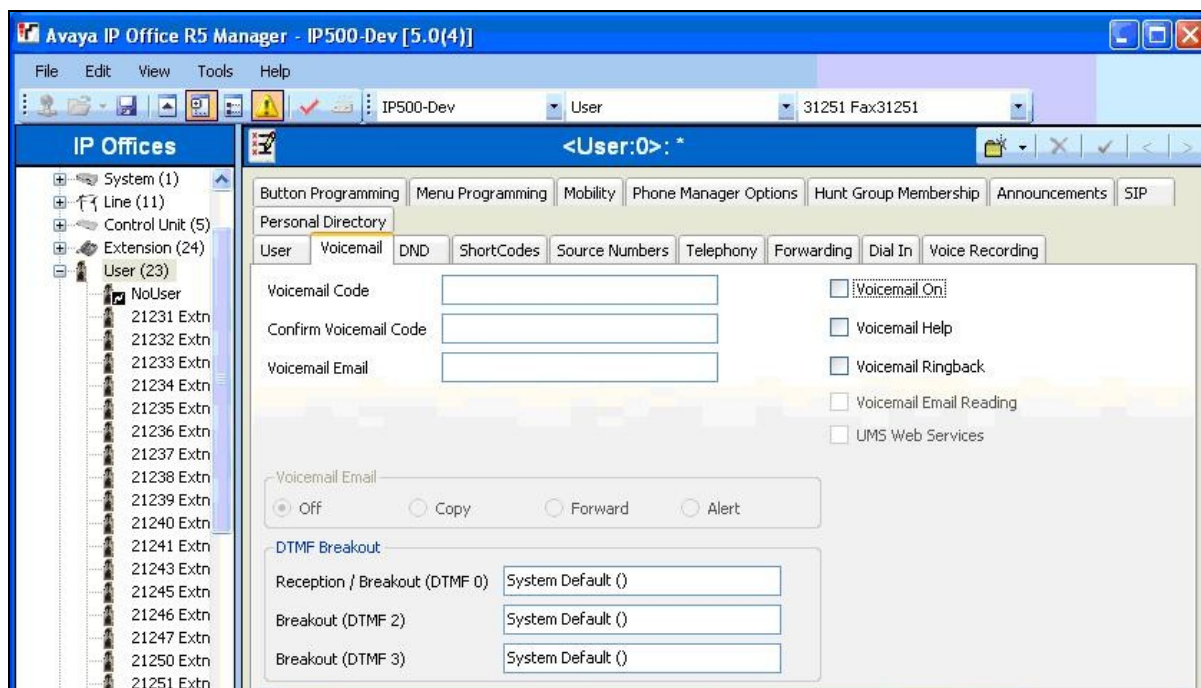


From the configuration tree in the left pane, right-click on **User**, and select **New**. The **User** screen is displayed. Select the **User** tab.

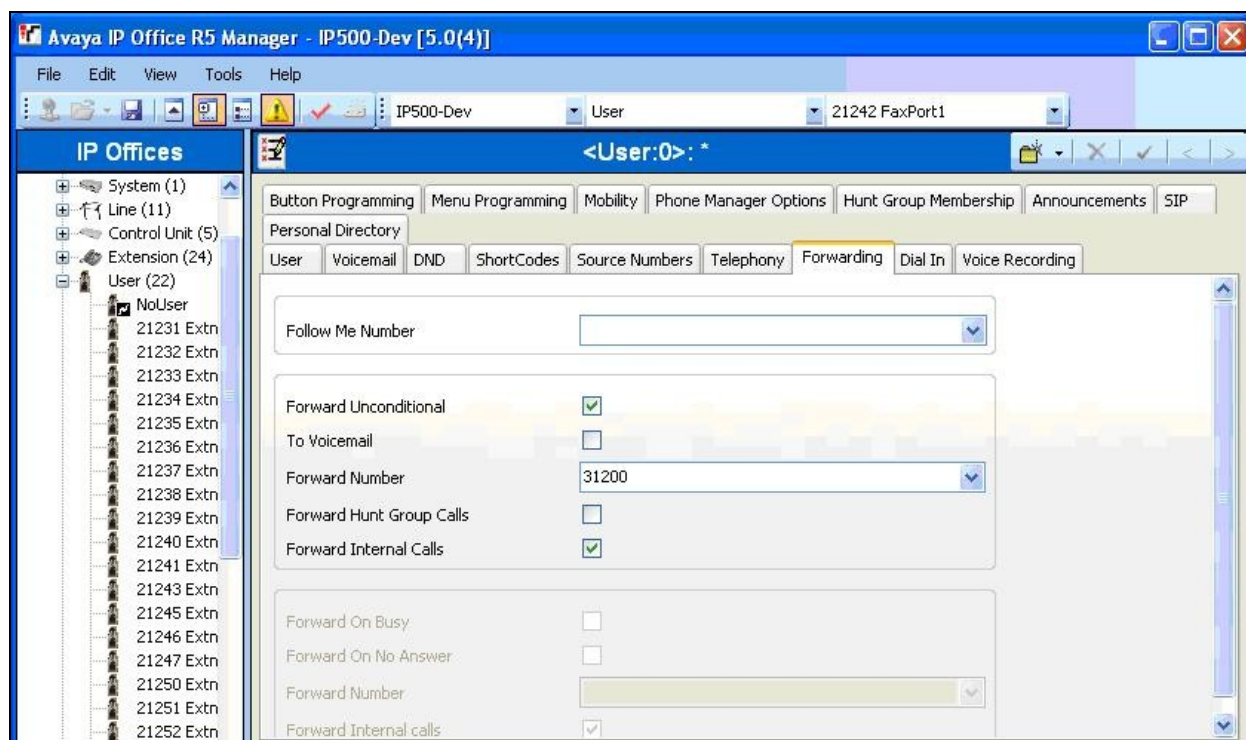
Enter a descriptive **Name** and **Full Name**. For **Extension**, enter the base extension number from above, in this case “31251”.



Select the **Voicemail** tab, and make sure **Voicemail On** is unchecked, and that **Voicemail Email** is **Off**, as shown below.



Select the **Forwarding** tab. Check the **Forward Unconditional** field. For **Forward Number**, enter the extension number of the fax hunt group from **Section 4.2**.



4.4. Administer Incoming Call Route

If necessary, create an incoming call route to route the new virtual fax extensions from **Section 4.3**. In the compliance testing, the existing incoming call route for the ISDN PRI line can route to any five digit extensions on IP Office.

As shown in the screen below, the **Incoming Number** for the ISDN PRI line “9” is “73285XXXXX”, which uses five single digit wildcards “X” allowing the last five digits to be any number.

The screenshot shows the Avaya IP Office R5 Manager interface. The left pane displays a tree view of IP Offices, including IP500-Dev, System (1), Line (10), Control Unit (5), Extension (24), User (25), HuntGroup (2), Short Code (65), Service (0), RAS (1), Incoming Call Route, and Directory (0). The right pane shows the configuration for the Incoming Call Route 9 73285XXXXX. The Standard tab is active, displaying the following fields:

Field	Value
Bearer Capability	Any Voice
Line Group Id	9
Incoming Number	73285XXXXX
Incoming Sub Address	
Incoming CLI	
Locale	
Priority	1 - Low
Tag	
Hold Music Source	System Source

In the **Destination** tab, the use of “#” in the **Destination** field enables the routing to be based on the “XXXXX” from the **Incoming Number** field from above.

The screenshot shows the Avaya IP Office R5 Manager interface, specifically the Destination tab for the Incoming Call Route 9 73285XXXXX. The table below shows the configuration for the Destination field:

TimeProfile	Destination	Fallback Extension
Default Value	#	

5. Configure MultiTech FaxFinder®

This section provides the procedures for configuring the MultiTech FaxFinder®. The procedures include the following areas:

- Launch FaxFinder Web Management
- Administer network
- Administer modem
- Administer inbound routing recipients
- Administer users

5.1. Launch FaxFinder Web Management

Launch the FaxFinder Web Management interface by using the URL “http://ip-address” in an Internet browser window, where “ip-address” is the IP address of the FaxFinder. The **Login** screen below is displayed. Log in using the appropriate credentials.



The screenshot shows the login interface for MultiTech Systems FaxFinder® Web Management Version 2.0.4. At the top is the MultiTech Systems logo. Below it, the title "FaxFinder® Web Management Version 2.0.4" is centered. Under the title is a "Login" section with a "Forgot Password?" link. The login form contains two input fields: "Username" and "Password". To the right of the "Password" field is a blue "Login" button.

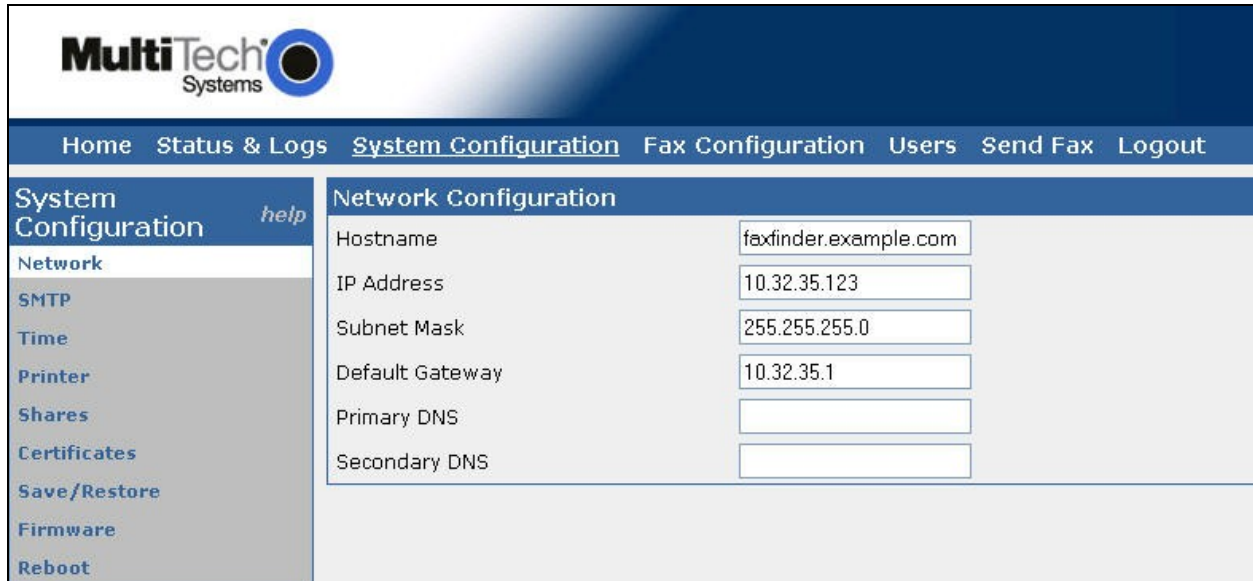
The screen below is displayed next.



The screenshot shows the main menu of the MultiTech Systems FaxFinder® Web Management Version 2.0.4. At the top is the MultiTech Systems logo. Below it is a navigation bar with links: Home, Status & Logs, System Configuration, Fax Configuration, Users, Send Fax, and Logout. The main content area features the title "FaxFinder® Web Management - Version 2.0.4". On the left is a circular image of a fax machine. To the right of the image is contact information: 2205 Woodale Drive, Mounds View, MN 55112, United States; TEL: (763) 785-3500 or (800) 328-9717; FAX: (763) 785-9874; Tech Support: (800) 972-2439; Web Site: <http://www.multitech.com/>; FTP Site: <ftp://ftp.multitech.com/>; Tech Support: tsupport@multitech.com; Knowledge Base: <http://multitech.com/SUPPORT/Help/Resolutions/>.

5.2. Administer Network

Select **System Configuration** from the top menu. The **Network Configuration** screen is displayed. Modify the **IP Address**, **Subnet Mask**, and **Default Gateway** fields to match the network configuration.



The screenshot shows the MultiTech Systems web interface. At the top is the MultiTech Systems logo. Below it is a navigation bar with links: Home, Status & Logs, System Configuration (highlighted), Fax Configuration, Users, Send Fax, and Logout. The main content area is divided into two sections. On the left is a sidebar titled 'System Configuration' with a 'help' link. It contains a list of configuration categories: Network (highlighted), SMTP, Time, Printer, Shares, Certificates, Save/Restore, Firmware, and Reboot. The right section is titled 'Network Configuration' and contains a form with the following fields: Hostname (value: faxfinder.example.com), IP Address (value: 10.32.35.123), Subnet Mask (value: 255.255.255.0), Default Gateway (value: 10.32.35.1), Primary DNS (empty), and Secondary DNS (empty).

Network Configuration	
Hostname	<input type="text" value="faxfinder.example.com"/>
IP Address	<input type="text" value="10.32.35.123"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>
Default Gateway	<input type="text" value="10.32.35.1"/>
Primary DNS	<input type="text"/>
Secondary DNS	<input type="text"/>

5.3. Administer Modem

Select **Fax Configuration** from the top menu. The **Modem Configuration** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Modem:** Select a modem to configure.
- **Routing:** “DTMF Digits”
- **Fax ID:** Enter a descriptive name.
- **Max DTMF Digits:** Enter number of digits for the virtual fax numbers from **Section 4.3**.

If the dialing prefix is the same for every outgoing fax, then the **Dial Prefix** field can be configured. Repeat this section to configure all modems.

The screenshot displays the MultiTech Systems web interface for Fax Configuration. The top navigation bar includes links for Home, Status & Logs, System Configuration, Fax Configuration (active), Users, Send Fax, and Logout. A left sidebar contains links for Fax Configuration (with a help icon), Modem, Inbound Routing, Cover Pages, Store & Forward Fax (T.37), and Fax Log. The main content area is titled 'Modem Configuration' and contains two sections. The first section is a form for configuring a specific modem (Modem 1). The second section is a 'Modem Configuration Table' showing a list of configured modems.

Modem Configuration Form:

Modem	Modem 1	Fax ID	FaxFinder Modem 1
Country Code	Not Defined		
Answer On	2 ring(s)	Max DTMF Digits	5
Routing	DTMF Digits	Fax Direction	<input checked="" type="radio"/> both <input type="radio"/> inbound <input type="radio"/> outbound
Routing Definition	<input type="text"/> Key Description	Error Correction	<input type="radio"/> off <input checked="" type="radio"/> on
Max Baud Rate	14400	Smart Dial	<input type="radio"/> off <input checked="" type="radio"/> on
Dial Prefix	<input type="text"/>	Tone Dial	<input type="radio"/> off <input checked="" type="radio"/> on
Init String	<input type="text"/>	Fax Debugging	<input checked="" type="radio"/> off <input type="radio"/> on

Modem Configuration Table:

Modem	Fax ID	Country Code	Answer On	Max DTMF Digits	Routing	Routing Definition	Fax Direction	Error Correction	Max Baud Rate	Smart Dial	Dial Prefix	Tone Dial	Init String	Fax Debugging
1	FaxFinder Modem 1	Not Defined	2	5	dtmf		both	on	14400	on		on		off
2	Fax Finder Modem 2	Not Defined	2	5	dtmf		both	on	14400	on		on		off

5.4. Administer Inbound Routing Recipients

Select **Inbound Routing** from the left pane. The screen below is displayed. In the **Recipients** section, select **Add** to add a new recipient.

The screenshot shows the MultiTech Systems web interface. The left sidebar has a menu with 'Fax Configuration' selected, and 'Inbound Routing' is highlighted. The main content area is titled 'General Setup' and includes fields for 'Email Size Limit' (5000 K bytes), 'Fax Output Format' (PDF), and 'Email Fax Details' (checkbox). Below this is the 'Global Routing' section with a table for 'Fax Destinations' showing 'There are no global destinations.' and an 'Edit' link. The 'Lines' section shows a table with two lines, each with 'Email to User: admin' and an 'Edit' link. The 'Recipients' section at the bottom has a table with 'Add', 'Import', 'Export', 'Delete', and 'All' links. The 'Add' link is circled in red.

The **Add Recipient** screen is displayed next. For **Extension**, enter a virtual fax user extension from **Section 4.3**. Enter a descriptive **Name**. Click **Save**.

The screenshot shows the 'Add Recipient' screen. The left sidebar has 'Fax Configuration' selected, and 'Inbound Routing' is highlighted. The main content area has fields for 'Extension' (31251) and 'Name' (MultiTech Fax User 1). There are 'Save' and 'Cancel' buttons at the bottom right.

The screen is updated with a **Destinations** section, as shown below. Click **Add** to add a destination for incoming faxes.

The screenshot shows the 'Edit Recipient (Extension 31251)' screen. The left sidebar has 'Fax Configuration' selected, and 'Inbound Routing' is highlighted. The main content area has fields for 'Extension' (31251) and 'Name' (MultiTech Fax User 1). There are 'Save' and 'Cancel' buttons at the bottom right. Below this is the 'Destinations (Extension 31251)' section with a table showing 'There are no destinations' and an 'Add' link. The 'Add' link is circled in red.

The **Add Destination** screen is displayed. The default setting is to send the incoming faxes to the recipient's email. In the compliance testing, the destination was configured to use the shared folder method to store incoming faxes. Select "Share" from the drop-down box, and enter the path to a shared folder in the next field. Click **Save**.

Repeat this section to add a recipient for each virtual fax user from **Section 4.3**.

In the compliance testing, three recipients were created to correspond to the three virtual fax users from **Section 4.3**, as shown below.

Line	Name	Fax Destinations	Action
1	Line 1	Email to User: admin	Edit
2	Line 2	Email to User: admin	Edit

Extension	Name	Fax Destinations	Action
31251	MultiTech Fax User 1	Share: //10.32.35.10/Faxes/Fax31251	Edit Delete
31252	MultiTech Fax User 2	Share: //10.32.35.10/Faxes/Fax31252	Edit Delete
31253	MultiTech Fax User 3	Share: //10.32.35.10/Faxes/Fax31253	Edit Delete

5.5. Administer Users

Select **Users** from the left pane, to display the **FaxFinder Users** screen. Click **Add** to add a new user.



The screenshot shows the MultiTech Systems interface. The top navigation bar includes links for Home, Status & Logs, System Configuration, Fax Configuration, **Users**, Send Fax, and Logout. The left sidebar has a 'Users' link. The main content area is titled 'FaxFinder Users' and includes a description: 'Users for logging into the FaxFinder and sending faxes.' Below this is a table with columns: Full Name, Username, Email, Phone, Fax, Organization, and Action. The table contains one row for the 'Administrator' user with username 'admin'. An 'Add' button is circled in red in the top right corner of the main content area.

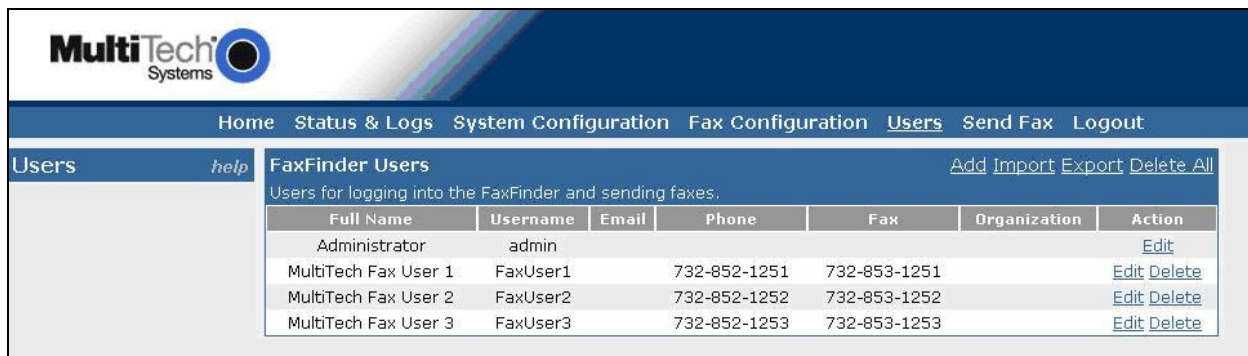
Full Name	Username	Email	Phone	Fax	Organization	Action
Administrator	admin					Edit

The **Add FaxFinder User** screen is displayed next. Enter descriptive values for **Username** and **Full Name**. Enter a desired value for **Password** and **Confirm Password**. Enter the full telephone and fax numbers for the user in the **Phone Number** and **Fax Number** fields respectively.



The screenshot shows the 'Add FaxFinder User' screen. It contains several input fields: Username (filled with 'FaxUser1'), Full Name (filled with 'MultiTech Fax User 1'), Password (masked with dots), Confirm Password (masked with dots), Email, Phone Number (filled with '732-852-1251'), Fax Number (filled with '732-853-1251'), and Organization. An 'Update' button is located at the bottom right.

Repeat this section to create all desired users. In the compliance testing, three fax users were created as shown below.



The screenshot shows the 'FaxFinder Users' screen after adding three new users. The table now contains four rows: the Administrator and three new users. Each new user has a unique username and phone/fax numbers.

Full Name	Username	Email	Phone	Fax	Organization	Action
Administrator	admin					Edit
MultiTech Fax User 1	FaxUser1		732-852-1251	732-853-1251		Edit Delete
MultiTech Fax User 2	FaxUser2		732-852-1252	732-853-1252		Edit Delete
MultiTech Fax User 3	FaxUser3		732-852-1253	732-853-1253		Edit Delete

6. General Test Approach and Test Results

The feature test cases were performed manually. Internal and external fax calls to and from the MultiTech FaxFinder server were made. The fax calls were sent and received using the MultiTech FaxFinder web interface and the analog fax machine at the PSTN.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet/Analog cables to MultiTech FaxFinder.

All test cases were executed and passed.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of MultiTech FaxFinder and Avaya IP Office.

7.1. Verify MultiTech FaxFinder

Follow the procedures in **Section 5.1** to launch the FaxFinder Web Management interface, and log in using an appropriate fax user credentials. Select **Send Fax** from the top menu, to display the **Send Fax** screen.

The **Sender Information** section is automatically populated. In the **Recipient Information** section, enter the pertinent information for a fax recipient. For the **Fax Number** field, if a dialing prefix is required by Avaya IP Office and not configured in **Section 5.3**, then include the prefix. In the compliance testing, “*6” is the dialing prefix for all outgoing calls to the PSTN. Click on **Add Recipient** to add the recipient.

The screenshot displays the MultiTech FaxFinder web interface. At the top, the MultiTech Systems logo is visible. Below it is a navigation bar with links: Home, Status & Logs, User, Send Fax, and Logout. The main content area is titled 'Send Fax' and contains two sections. The 'Sender Information' section has input fields for Name (pre-filled with 'MultiTech Fax User 1'), Organization, Phone Number (pre-filled with '732-852-1251'), Fax Number (pre-filled with '732-853-1251'), and Email Address. The 'Recipient Information' section has a message: 'There are no contacts for your user. Go to [Users](#) to add contacts.' Below this message are input fields for Name (pre-filled with 'PSTN User 66252'), Organization, Fax Number (pre-filled with '*69088466252'), and Phone Number. An 'Add Recipient' button is located at the bottom right of the Recipient Information section.

Scroll down the screen to the **Cover Page Information** section. Modify this section as desired. In the **Attachments** section, click **Browse** to select any desired attachment. In the **Options** section, make any desired changes, and click **Send Fax**.

Cover Page Information

Include cover page with this fax? ☒ Yes ☐ No
 Select Cover Page mts_template1.pdf
 Subject
 This is the subject line
 Comments
 This is comment line 1
 This is comment line 2
 and line 3
 and line 4

Attachments

Attachment #1 C:\Documents and Settings\Sai-02\My Documents\TLT Document Browse...
 Add Another Attachment

Options

Max Tries 1
 Priority (0 Highest & 5 Lowest) 3
 Interval between tries (seconds) 300
 Send a receipt always
 Send Fax

Select **Status & Logs** from the top menu, followed by **Fax Status** in the left pane, to display the screen below. In the **Modem Status** section, verify that there is a modem with a **State** of “Sending”. In the **Outbound Fax Status** section, verify that there is an entry showing the active fax with a **State** of “sending”, and that the **Sender** and **Recipient** fields display correct information.

Home **Status & Logs** User Send Fax Logout

Status & Logs *help*
 System Status
Fax Status

Modem Status

Modem	State	Page	Vertical Resolution	Baud Rate	Width	Length	Connect Time	Elapsed Time	Remote ID	Phone Number
1	Sending Page 2	2	Fine	14400	1728	Variable	10/30/2009 04:09:19 PM	1 Min, 33 Secs	66252	*69088466252
2	Waiting For Ring	0								

Inbound Fax Status

There is no Inbound Fax activity at this time

Outbound Fax Status

State	Queued At	Scheduled Time	Attempt	Sender	Recipient			Fax Details	Action
					Name	Organization	Fax Number		
sending	10/30/2009 04:08:31 PM	10/30/2009 04:08:33 PM	1 of 3	MultiTech Fax User 1 (FaxUser1)			*69088466252	(2 pages)	Abort

7.2. Verify Avaya IP Office

From the **Avaya IP Office R5 Manager** screen shown in **Section 4.1**, select **File > Advanced > System Status** to launch the **System Status** application, and log in using the appropriate credentials.

The **IP Office System Status** screen is displayed. Select **Extensions** in the left pane to display a list of administered extensions, and select the extension corresponding to the active modem from **Section 7.1**, in this case “21242”. Verify that the **Extension Status** screen shows an active call with **Current State** of “Connected”, and that the recipient fax number from **Section 7.1** is displayed in the **Calling Number or Called Number** field, without the dialing prefix.

IP Office R5 System Status - IP500-Dev (10.32.33.10) - IP500 5.0 (4)

AVAYA IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (5)
Extensions (17)
21232
21233
21234
21235
21236
21237
21238
21239
21240
21241
▶ 21242
21243
21244
21245
21246
21247
21251
Trunks (10)
Active Calls
Resources
Voicemail
IP Networking

Extension Status

Extension Number: 21242
Slot: 2
Port: 3
Telephone Type: POT (CLIDTMFF)
Current User Extension Number: 21242
Current User Name: FaxPort1
Forwarding: Off
Twinning: Off
Do Not Disturb: Off
Message Waiting: Off
Number of New Messages: 0
Phone Manager Type: None
Packet Loss Fraction: Jitter: Round Trip Delay: Connection Type: Codec:

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
69	Connected	00:00:14	9088466252	Outgoing	Line: 9 Slot: 3 Port: 1 Channel: 1

Trace Trace All Pause Call Details Print... Save As...

12:51:14 PM Online

8. Conclusion

These Application Notes describe the configuration steps required for the MultiTech FaxFinder to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed.

9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *IP Office 5.0 Documentation CD*, August 2009, available at <http://support.avaya.com>.
2. *FaxFinder Administrator User Guide for Models FF130, FF230, FF430 & FF830*, PN: S0000458 Rev. B, available at <https://support.multitech.com>.

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