



## **Avaya Solution & Interoperability Test Lab**

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# **Application Notes for MultiTech FaxFinder® FFx40 Software version 1.1.8 with Avaya IP Office 8.0 – 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 desiring 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, T.37 "email to fax", or from the MultiTech FaxFinder web interface. In the compliance testing, the web interface method was used to send outgoing faxes.

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

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

### 2.1. Interoperability Compliance Testing

Interoperability compliance testing covered the following features and functionality:

- Proper handling of faxes via the analog ports including send/receive, internal fax, external fax over SIP trunk 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.

### 2.2. Test Results

All test cases were executed and passed.

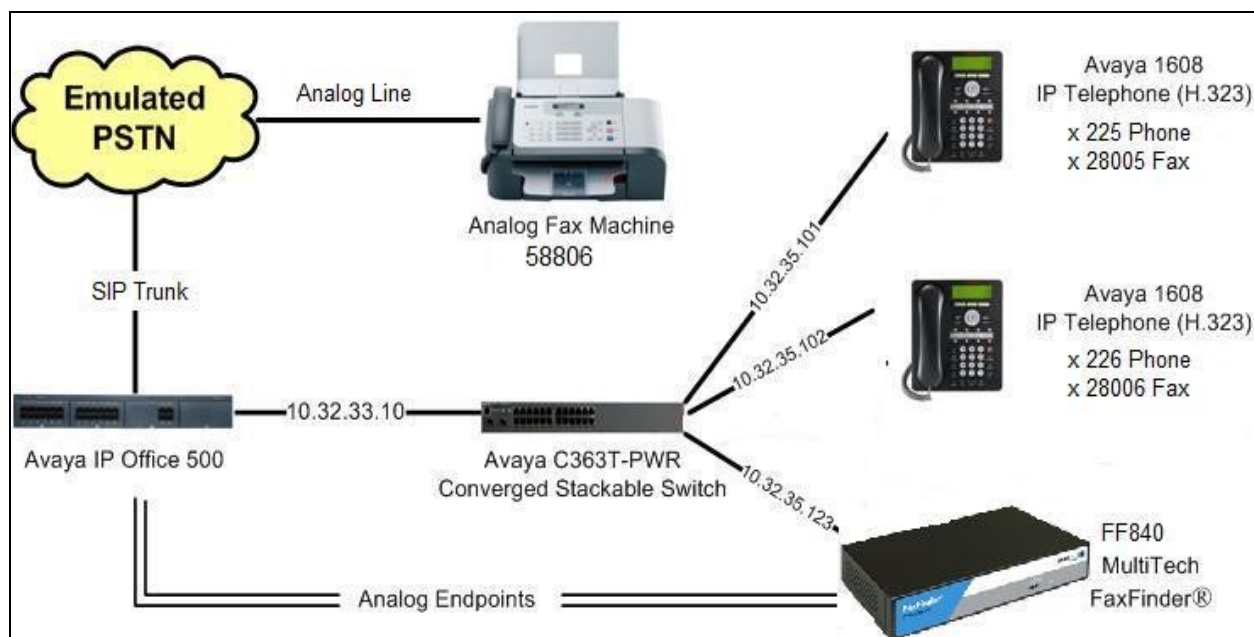
### 2.3. Support

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

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

### 3. Reference Configuration

**Figure 1** below shows the configuration used for the compliance testing. The Multi-tech FaxFinder FFx40 series included the FF240, FF440 and FF840. In the compliance testing, the 8-port FF840 model was used.



**Figure 1: MultiTech FaxFinder with Avaya IP Office**

### 4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office 500	8.0
Avaya 1608 IP Telephones (H.323)	1.2
MultiTech FaxFinder® on FF840	1.1.8

## 5. Configure Avaya IP Office

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

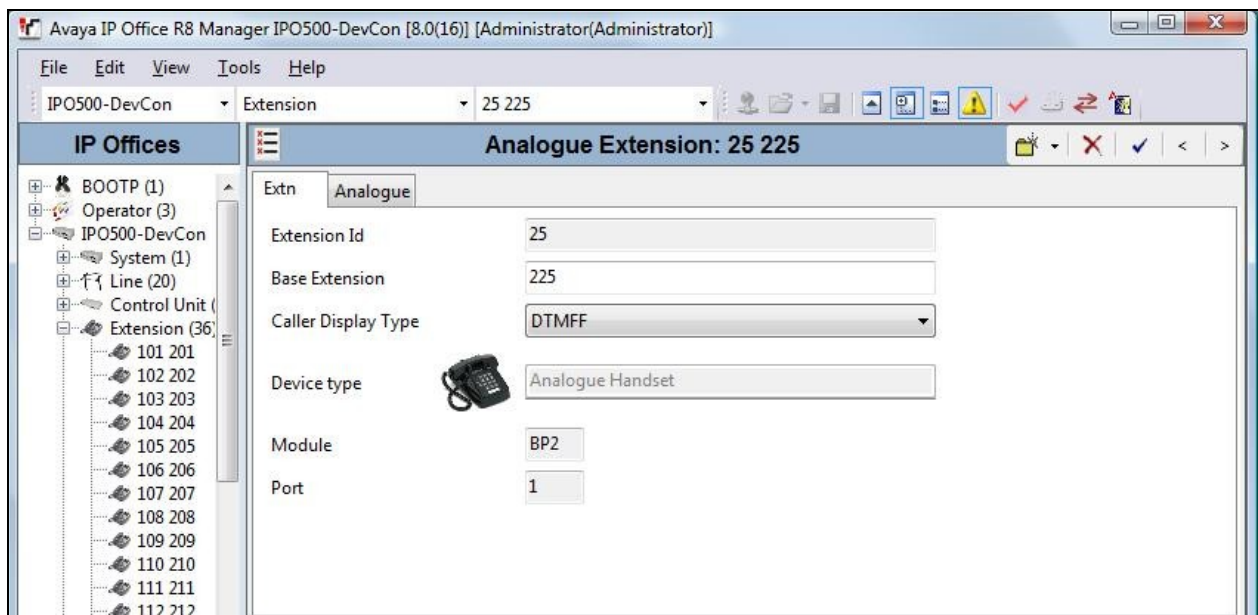
- Administer physical fax ports
- Administer fax hunt group
- Administer virtual fax users
- Administer incoming call route

### 5.1. 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 R8 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 “225”.

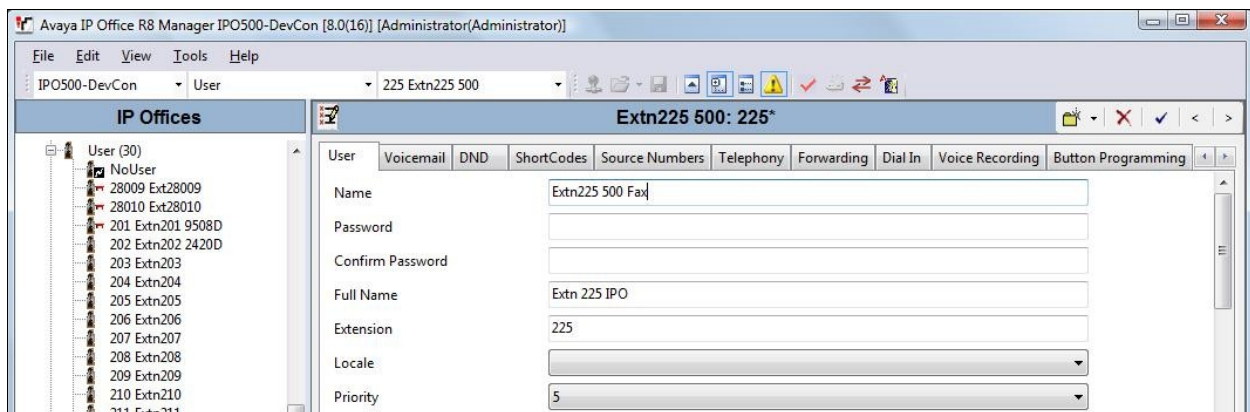
The **Analogue Extension** screen is displayed. In **Caller Display Type**, select “DTMFF” from the drop-down list, to enable the called number to be out-pulsed via DTMF digits to MultiTech FaxFinder upon call connection.



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 “225”.

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

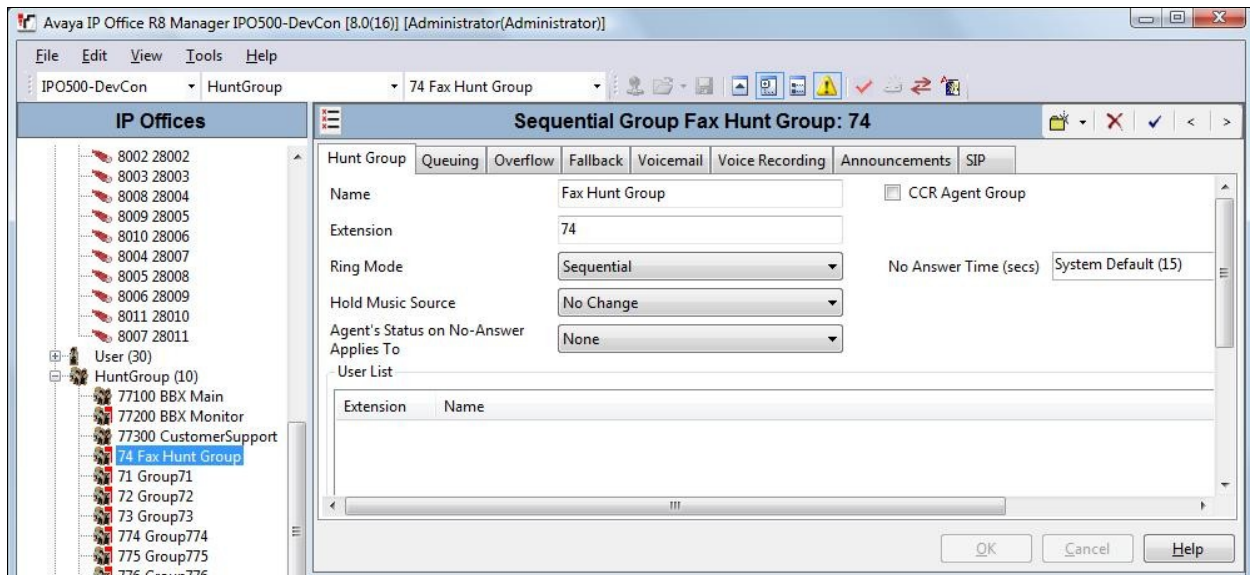
Repeat this section for all analog ports that are physically connected to MultiTech FaxFinder. In the compliance testing, two analog ports with extensions “225” and “226” were modified.



## 5.2. 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 (not shown).



The **Select Members** screen is displayed. Select the entries with **Extn** values matching to the physical analog fax ports from **Section 5.1**, and click the **Append** button to move the selected entries to the right. Click **OK**.

Sequential HuntGroup 74 Fax Hunt Group - Select Members

Filters  
Extn Name:  Extn Number:

Available Users (29/29)

Name	Extn
Ext28009	28009
Ext28010	28010
Extn201 9508D	201
Extn202 2420D	202
Extn203	203
Extn204	204
Extn205	205
Extn206	206
Extn207	207
Extn208	208
Extn209	209
Extn210	210
Extn211	211
Extn212	212
Extn213	213
Extn214	214
Extn215	215
Extn216	216
Extn225 500	225
Extn226 500	226
Extn28004 9608	28004
Extn28005 9650	28005
Extn28006 1608	28006
FaxFinder 28000	28000
FaxFinder 28001	28001
ipfax	28007
IVR 28003	28003
Polcom 28002	28002
test	28008

Members (2/2)

Order	Enabled	Name	Extn
1	<input checked="" type="checkbox"/>	Extn225 500	225
2	<input checked="" type="checkbox"/>	Extn226 500	226

Buttons: Add Before, Add After, Append, Remove

OK Cancel Help

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

Avaya IP Office R8 Manager IPO500-DevCon [8.0(16)] [Administrator/Administrator]

File Edit View Tools Help

IPO500-DevCon HuntGroup 74 Fax Hunt Group

**Sequential Group Fax Hunt Group: 74**

Hunt Group Queuing Overflow Fallback Voicemail Voice Recording Announcements SIP

Name: Fax Hunt Group ☐ CCR Agent Group

Extension: 74

Ring Mode: Sequential No Answer Time (secs): System Default (15)

Hold Music Source: No Change

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

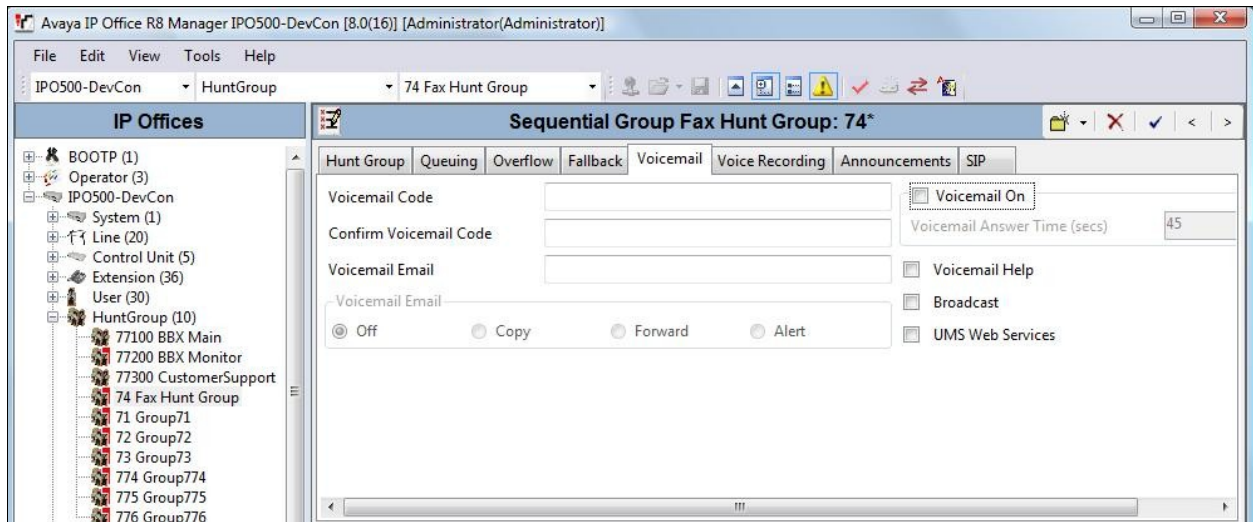
User List

Extension	Name
<input checked="" type="checkbox"/> 225	Extn225 500
<input checked="" type="checkbox"/> 226	Extn226 500

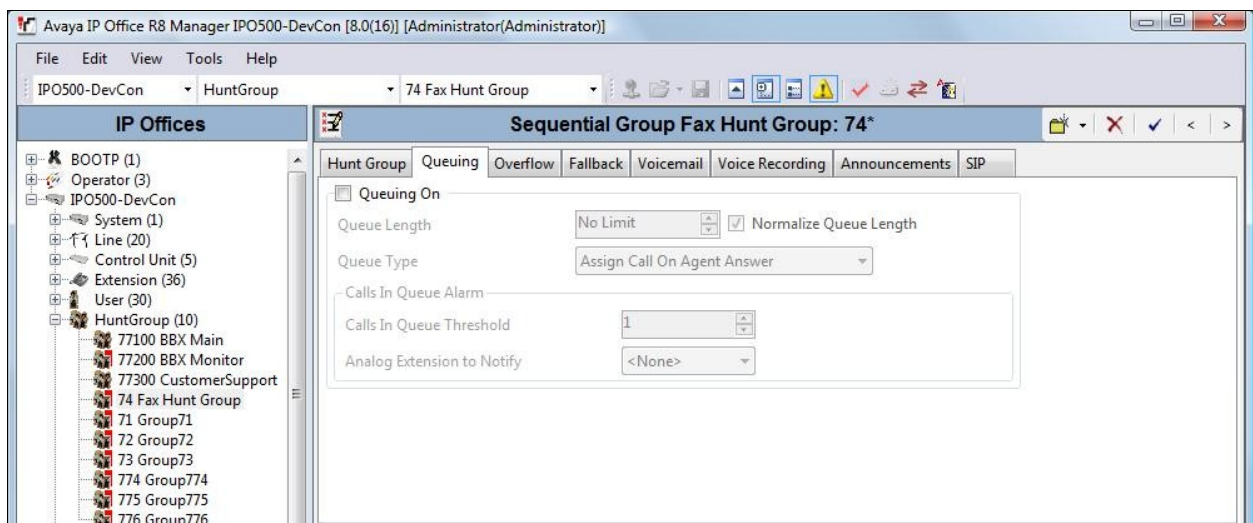
OK Cancel Help



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



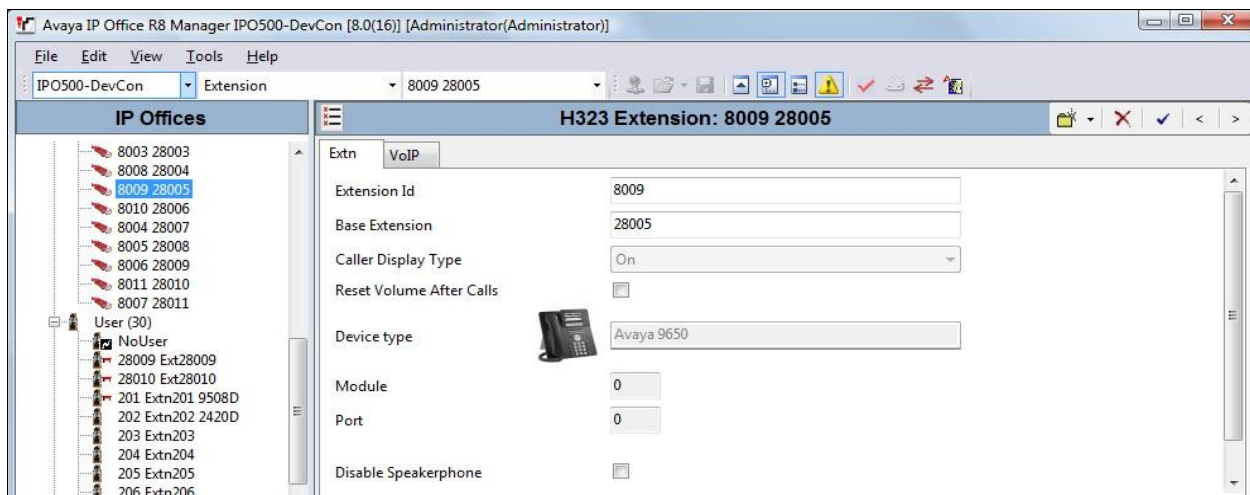
Select the **Queuing** tab, and uncheck **Queuing On**, as shown below.



### 5.3. Administer Virtual Fax Users

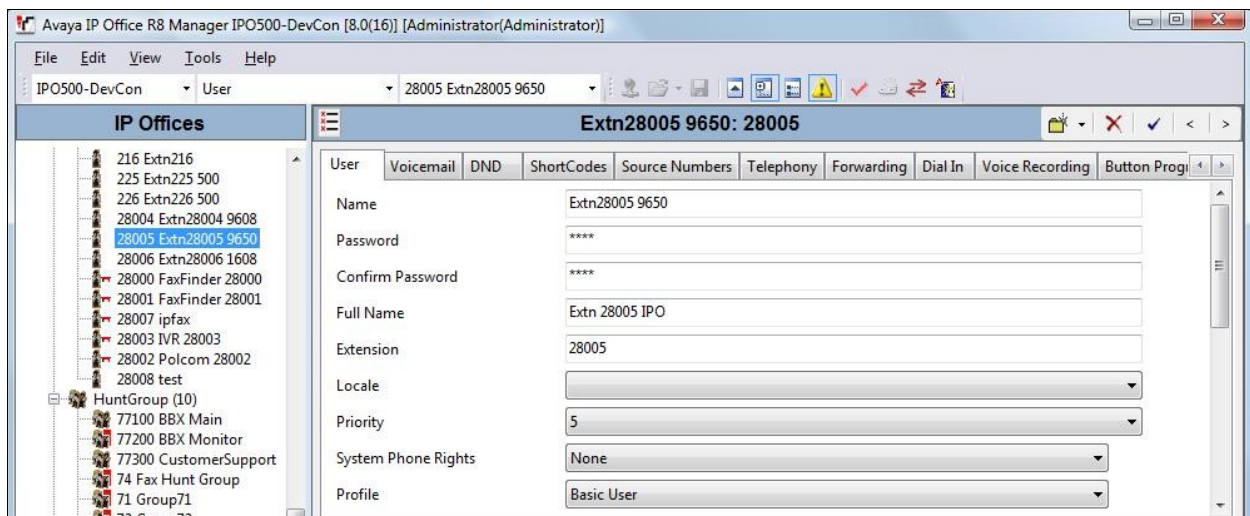
For every user on IP Office desiring to use MultiTech FaxFinder with a personal identifiable fax number, a virtual fax extension and user needs to be created. From the configuration tree in the left pane, right-click on **Extension**, and select **New > H323 Extension**. The **H323 Extension** screen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

Enter the desired **Base Extension**, in this case “28005”.

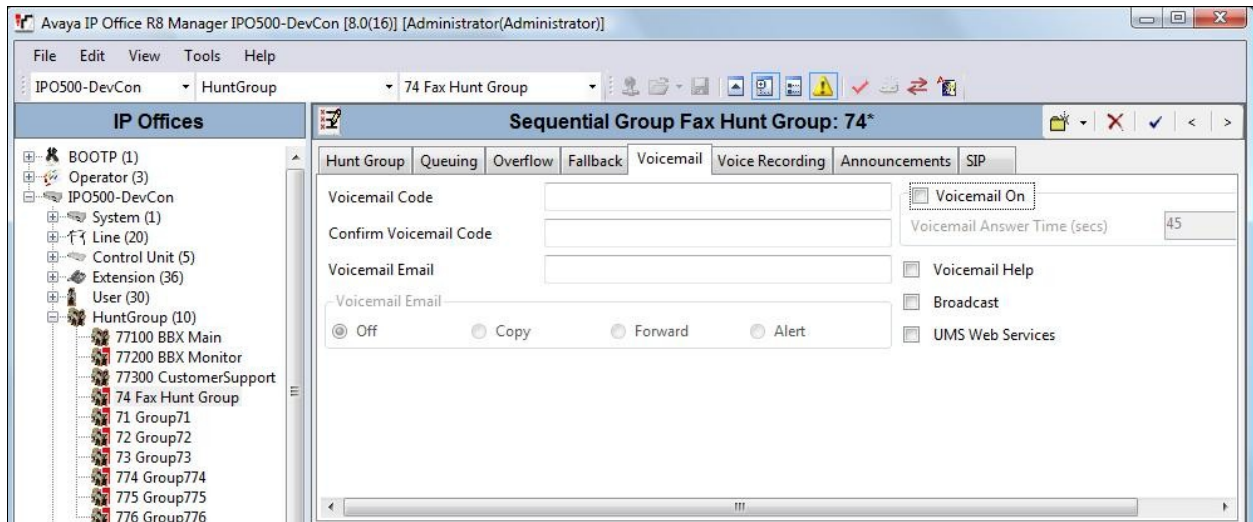


From the configuration tree in the left pane, right-click on **User**, and select **New**. The **User** screen is displayed. Select the **User** tab.

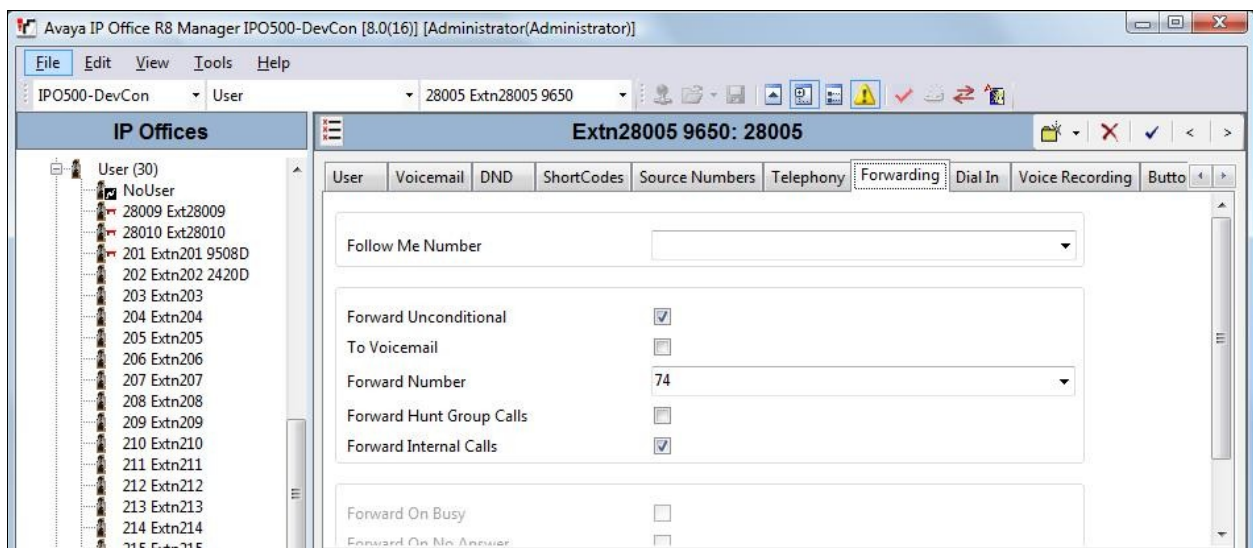
Enter a descriptive **Name** and **Full Name**. For **Extension**, enter the base extension number from above, in this case “28005”.



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



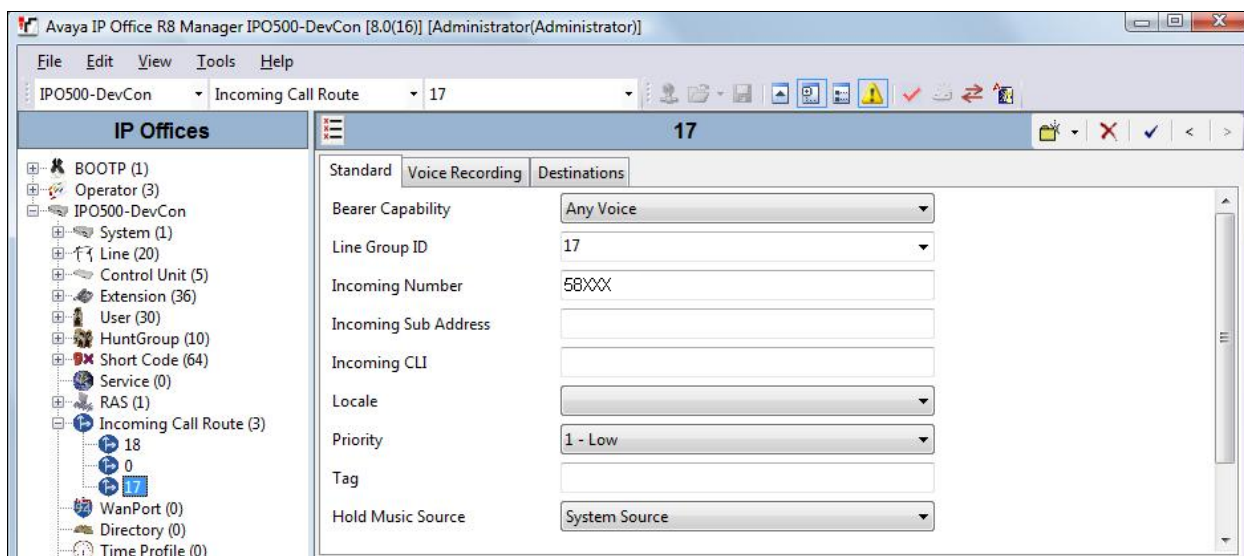
Select the **Forwarding** tab. Check the **Forward Unconditional** field. For **Forward Number**, enter the extension number of the fax hunt group from **Section 5.2**.



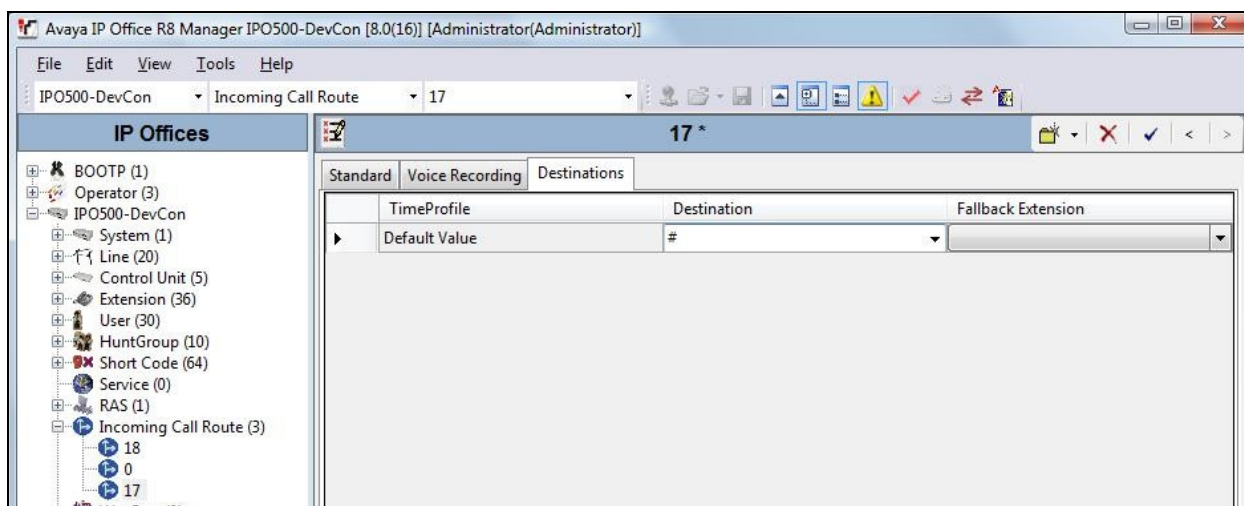
## 5.4. Administer Short Code

If necessary, create an incoming call route to route the new virtual fax extensions from **Section 5.3**. In the compliance testing, the existing incoming call route for the SIP line can route to any three digit extensions on IP Office. This is to emulate the PSTN line connecting to IP Office.

As shown in the screen below, the **Incoming Number** for the SIP line “17” is “58XXX”, which uses 3 single digit wildcards “X” allowing the last 3 digits to be any number.



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





## 6. 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 network shares
- Administer inbound routing recipients
- Administer users

### 6.1. 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.



MultiTech Systems

FaxFinder® FF840  
Faxfinder

Web Management - Version 1.1.8

Login [Forgot Password?](#)

Username

Password

The screen below is displayed next.



MultiTech Systems

Home Status & Logs System Configuration Fax Configuration Users Contacts Send Fax Logout

FaxFinder® FF840  
Faxfinder

Web Management - Version 1.1.8

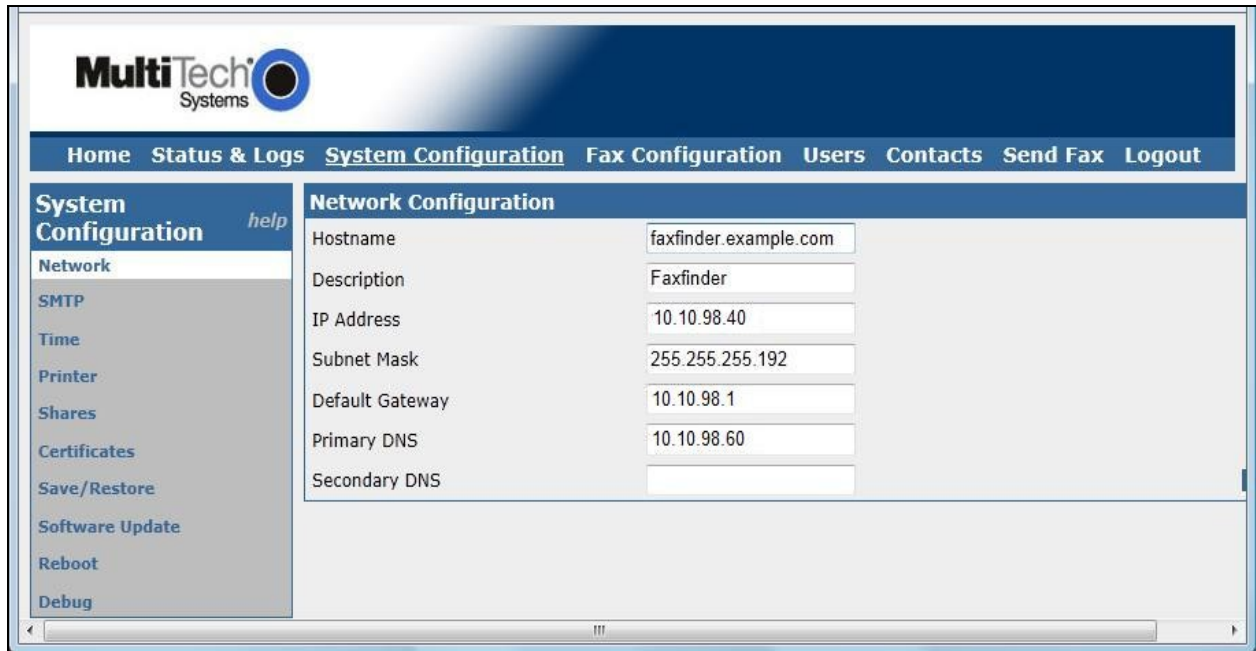
Multi-Tech Systems  
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Mounds View, MN 55112 U.S.A.  
[www.multitech.com](http://www.multitech.com)

Tel: (763) 785-3500 or (800) 328-9717  
Fax: (763) 785-9874  
Technical Support: (763) 717-5863 or (800) 972-2439

Online Support Portal: [support.multitech.com](http://support.multitech.com)  
FTP site: [ftp.multitech.com](http://ftp.multitech.com)  
[Knowledge Base & Resolutions](#)

## 6.2. 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. The top navigation bar includes links for Home, Status & Logs, System Configuration (which is highlighted), Fax Configuration, Users, Contacts, Send Fax, and Logout. On the left, a sidebar menu for System Configuration lists options: Network (selected), SMTP, Time, Printer, Shares, Certificates, Save/Restore, Software Update, Reboot, and Debug. The main content area is titled 'Network Configuration' and contains a table of configuration fields:

Network Configuration	
Hostname	<input type="text" value="faxfinder.example.com"/>
Description	<input type="text" value="Faxfinder"/>
IP Address	<input type="text" value="10.10.98.40"/>
Subnet Mask	<input type="text" value="255.255.255.192"/>
Default Gateway	<input type="text" value="10.10.98.1"/>
Primary DNS	<input type="text" value="10.10.98.60"/>
Secondary DNS	<input type="text"/>

### 6.3. 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 Extension Digits:** Enter number of digits for the virtual fax numbers from **Section 5.3**.

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. The top navigation bar includes links for Home, Status & Logs, System Configuration, Fax Configuration (highlighted), Users, Contacts, Send Fax, and Logout. On the left, a sidebar menu for Fax Configuration includes links for Modem, Inbound Routing, Outbound, Outbound Approval, Cover Pages, Store & Forward Fax (T.37), and Fax Log. The main content area is titled 'Modem Configuration' and contains a form for configuring a modem. The form includes fields for Modem (a dropdown menu showing 'Modem 1'), Fax ID (text input with 'POTS modem 1'), Country Code (dropdown with 'Not Defined'), Answer On (text input with '2' and 'ring(s)'), Max Extension Digits (text input with '5'), Routing (dropdown with 'DTMF Digits'), Fax Direction (radio buttons for 'both', 'inbound', and 'outbound', with 'both' selected), Routing Definition (text input with a 'Key Description' link), Error Correction (radio buttons for 'off' and 'on', with 'on' selected), Max Baud Rate (dropdown with '14400'), Smart Dial (radio buttons for 'off' and 'on', with 'on' selected), Dial Prefix (text input), Tone Dial (radio buttons for 'off' and 'on', with 'on' selected), Init String (text input), and Fax Debugging (radio buttons for 'off' and 'on', with 'off' selected). A 'Save' button is located at the bottom right of the form. Below the form is a 'Modem Configuration Table' with the following data:

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

## 6.4. Administer Network Shares

Select **System Configuration** from the top menu. The **Network Configuration** menu is displayed. Select the **Shares** from the left pane. The **Shared Resources** page is displayed. Click **Add** to create the **Network Shares** location.

UNC/Location	Username	Action
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The **Add Network Share** page is displayed as shown in screen below. Enter the **Location** of the network shared directory, **Username** and **Password**. Click **Save**.

UNC / Location	Username	Password	Confirm Password
//10.10.98.61/Fax226	BVWDevConnect	.....	.....

The screen is updated with network shares Location as shown in screen below. The network shared folder is used to store the incoming fax.

UNC/Location	Username	Action
//135.10.98.61/Fax226	BVWDevConnect	<a href="#">Connect</a> <a href="#">Edit</a> <a href="#">Delete</a>



## 6.5. 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 top navigation bar includes links for Home, Status & Logs, System Configuration, Fax Configuration (highlighted), Users, Contacts, Send Fax, and Logout. The left sidebar shows the Fax Configuration menu with options: Modem, Inbound Routing (selected), Outbound, Outbound Approval, Cover Pages, Store & Forward Fax (T.37), and Fax Log. The main content area is divided into two sections: General Setup and Global Routing. The General Setup section includes fields for Email Size Limit (5000 K bytes), Fax Output Format (PDF), Email Fax Details (unchecked), and Email Failed Empty Faxes (checked). The Global Routing section has a heading 'Global Routing' and a sub-heading 'Fax Destinations'. Below this, it states 'There are no global destinations.' and provides an 'Edit' link. At the bottom of the Global Routing section, there is a 'Recipients' section with a link to 'Add Import Export Delete All'.

The **Add Recipient** screen is displayed next. For **Extension**, enter a virtual fax user extension from Section 5.3. Enter a descriptive **Name**. Click **Save**.

The screenshot shows the 'Add Recipient' screen in the MultiTech Systems web interface. The top navigation bar and left sidebar are the same as in the previous screenshot. The main content area is titled 'Add Recipient' and contains two input fields: 'Extension' (with the value 28005) and 'Name' (with the value Multi-tech Fax User 0). There are 'Save' and 'Cancel' buttons at the bottom right of the form.

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' screen in the MultiTech Systems web interface. The top navigation bar and left sidebar are the same as in the previous screenshots. The main content area is titled 'Edit Recipient (Extension 28005)' and contains two input fields: 'Extension' (with the value 28005) and 'Name' (with the value Multi-tech Fax User 0). There are 'Save' and 'Cancel' buttons at the bottom right of the form. Below the 'Edit Recipient' section, there is a 'Destinations (Extension 28005)' section with an 'Add' button. The 'Destinations' section has a table with columns for Type, Value, and Action.

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 5.3**.

In the compliance testing, three recipients were created to correspond to the three virtual fax users from **Section 5.3**, as shown below.

Line	Name	Fax Destinations	Action
1	Line 1	Email Fax to User: admin	<a href="#">Edit</a>
2	Line 2	Email Fax to User: admin	<a href="#">Edit</a>
3	Line 3	Email Fax to User: admin	<a href="#">Edit</a>
4	Line 4	Email Fax to User: admin	<a href="#">Edit</a>
5	Line 5	Email Fax to User: admin	<a href="#">Edit</a>
6	Line 6	Email Fax to User: admin	<a href="#">Edit</a>
7	Line 7	Email Fax to User: admin	<a href="#">Edit</a>
8	Line 8	Email Fax to User: admin	<a href="#">Edit</a>

Extension	Name	Fax Destinations	Action
28006	Multi-Tech Fax User 1	Share: // 10.10.98.61/Fax225	<a href="#">Edit</a> <a href="#">Delete</a>
28005	Multi-tech Fax User 0	Share: // 10.10.98.61/Fax225	<a href="#">Edit</a> <a href="#">Delete</a>

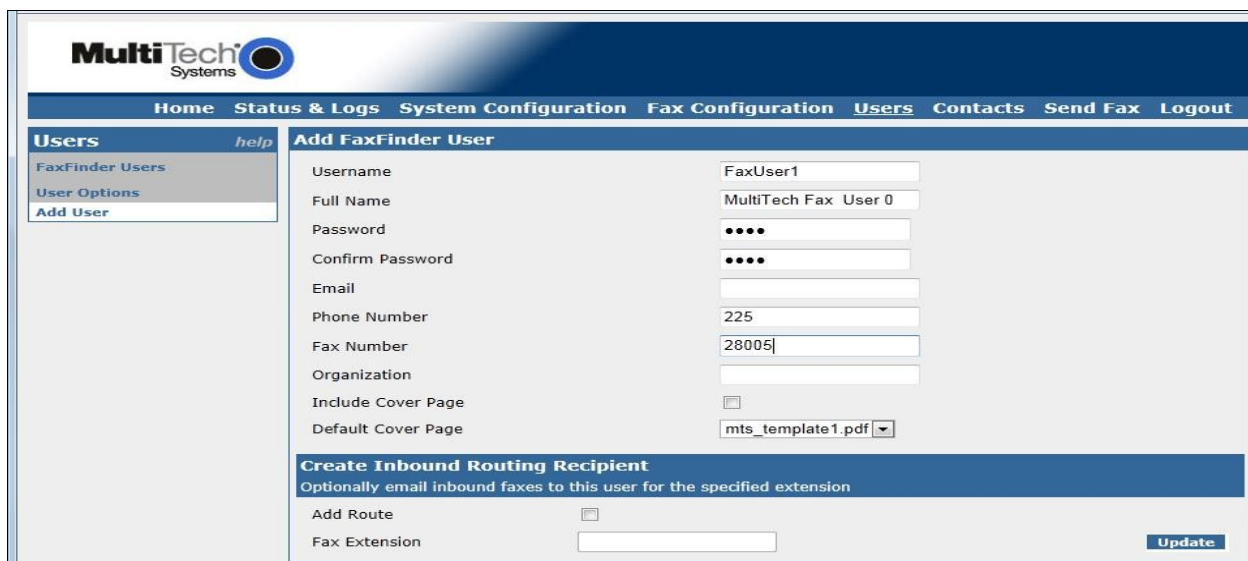
## 6.6. Administer Users

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 web interface. The top navigation bar includes links for Home, Status & Logs, System Configuration, Fax Configuration, **Users**, Contacts, Send Fax, and Logout. On the left, the 'Users' menu is expanded, showing 'FaxFinder Users' and 'User Options'. The main content area is titled 'FaxFinder Users' and includes a description: 'Users for logging into the FaxFinder and sending faxes.' To the right of this description are links for 'Add', 'Import', 'Export', and 'Delete All'. Below this is a table with columns: Full Name, Username, Email, Phone, Fax, Organization, Include Cover Page, Default Cover Page, and Action. The table contains one row for the 'Administrator' user with username 'admin', 'No' for Include Cover Page, and 'None' for Default Cover Page. The 'Add' button is highlighted with a red box.

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 includes a form with the following fields: Username (FaxUser1), Full Name (MultiTech Fax User 0), Password (masked with dots), Confirm Password (masked with dots), Email, Phone Number (225), Fax Number (28005), Organization, Include Cover Page (checkbox), and Default Cover Page (mts\_template1.pdf). Below the form is a section titled 'Create Inbound Routing Recipient' with a description: 'Optionally email inbound faxes to this user for the specified extension'. It includes an 'Add Route' checkbox and a 'Fax Extension' field. 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 with three users listed in the table. The 'Add' button is highlighted with a red box.

Full Name	Username	Email	Phone	Fax	Organization	Include Cover Page	Default Cover Page	Action
Administrator	admin					No	None	<a href="#">Edit</a>
MultiTech Fax User 0	FaxUser1		225	28005		No	mts_template1.pdf	<a href="#">Edit</a> <a href="#">Delete</a>
MultiTech Fax User 1	FaxUser2		226	28006		No	mts_template1.pdf	<a href="#">Edit</a> <a href="#">Delete</a>

## 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 6.1** 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 6.3**, 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 shows the MultiTech Systems FaxFinder Web Management interface. The top navigation bar includes links for Home, Status & Logs, System Configuration, Fax Configuration, Users, Contacts, Send Fax, and Logout. The main content area is titled "Send Fax" and contains two sections: "Sender Information" and "Recipient Information".

**Sender Information**

Name	MultiTech FaxUser1
Organization	
Phone Number	225
Fax Number	28005
Email Address	

**Recipient Information**

Find Recipient	Enter Recipient Info and save as Personal Contact
Contact/Group	Select Contact/Group
Name	PSTN FaxUser
Organization/Description	
Fax Number	58806
Phone Number	58806

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**.

The screenshot shows the FaxFinder application interface. The 'Cover Page Information' section includes a radio button for 'Include cover page with this fax?' (set to 'No'), a dropdown for 'Select Cover Page' (set to 'mts\_template1.pdf'), a text field for 'Subject', and a text area for 'Comments'. The 'Attachments' section shows a file path 'C:\Users\BVWDevConnect\Desktop\ASCOM-IPDECT-MIB.txt' with a 'Browse...' button. The 'Options' section includes fields for 'Max Attempts' (3), 'Priority' (1st Priority), 'Retry Interval' (300 seconds), 'Send a receipt' (always), and 'Fax Attachment with Receipt' (PDF). A 'Send Fax' button is at the bottom.

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.

The screenshot shows the FaxFinder application with the 'Status & Logs' section selected. The left pane shows a tree view with 'Fax Status' selected. The main area displays three sections: 'Modem Status', 'Inbound Fax Status', and 'Outbound Fax Status'.

Modem	State	Page	Vertical Resolution	Baud Rate	Width	Length	Connect Time	Elapsed Time	Remote ID	Phone Number	Action
1	Post Page Processing	2	Fine	14400	1728	Variable	03/04/2012 12:00:46 PM	39 Seconds		58806	<a href="#">Initialize</a> <a href="#">Busy</a>
2	Waiting For Ring	0									<a href="#">Initialize</a> <a href="#">Busy</a>
3	Waiting For Ring	0									<a href="#">Initialize</a> <a href="#">Busy</a>
4	Waiting For Ring	0									<a href="#">Initialize</a> <a href="#">Busy</a>

**Inbound Fax Status**  
There is no Inbound Fax activity at this time

State	Created At	Scheduled For	Sender	Recipients				Fax Details	Action
				Name	Fax	Phone	Organization		
sending	03/04/2012 11:59:59 AM	03/04/2012 12:00:07 PM	admin (Administrator)	PSTN FaxUser	58806	58806		Testing Mult... (2 pages)	<a href="#">Abort</a> <a href="#">Details</a>



## 7.2. Verify Avaya IP Office

From the **Avaya IP Office R8 Manager** screen shown in **Section 5.1**, 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 “225”. 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 R8 System Status - IPO500-DevCon (135.10.97.36) - IP500 V2 8.0 (16)

**AVAYA** IP Office System Status

Help Snapshot LogOff Exit About

**System**  
**Alarms (6)**  
**Extensions (26)**  
201  
202  
203  
204  
205  
206  
207  
208  
209  
210  
211  
212  
213  
214  
215  
216  
▶ 225  
226  
227  
228  
229  
230  
231  
232  
28005  
28006  
**Trunks (20)**

**Extension Status**

Extension Number: 225  
Slot: 2  
Port: 1  
Telephone Type: POT (CLI DTMFF)  
Current User Extension Number: 225  
Current User Name: Extn225 500  
Forwarding: Off  
Twinning: Off  
Do Not Disturb: Off  
Message Waiting: Off  
Number of New Messages:  
Phone Manager Type: None  
Packet Loss Fraction:  
Jitter:  
Round Trip Delay:  
Connection Type: VCM  
Codec:  
Remote Media Address: 10.10.97.135

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
84	Connected	00:00:01	58806@10.10.97.198	Outgoing	Line: 17 SIP bvwdev.com Group:

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

1:38:59 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 8.0 Documentation CD*, January 2012, available at <http://support.avaya.com>.
2. *FaxFinder Administrator User Guide for Models FF840*, available at <https://support.multitech.com>.

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