

Avaya Solution & Interoperability Test Lab

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

#### Abstract

These Application Notes describe the configuration steps required to integrate the MultiTech FaxFinder® IP with Avaya IP Office. The MultiTech FaxFinder IP is a fax server that uses a SIP trunk interface with T.38 fax from Avaya IP Office to send and receive faxes.

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 to integrate the MultiTech FaxFinder® IP with Avaya IP Office. The MultiTech FaxFinder IP is a fax server that uses a SIP trunk interface with T.38 fax from Avaya IP Office to send and receive faxes. FaxFinder IP Model FF240-IP-8 was used in the compliance test.

For each user on Avaya IP Office that desires to use fax, a fax extension is assigned and configured on MultiTech FaxFinder IP. Incoming fax calls to these fax extensions are routed to MultiTech FaxFinder IP via an available SIP channel. 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 IP. 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, from any email client using the T.37 interface, 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

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.

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

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cable to MultiTech FaxFinder IP, and by rebooting the MultiTech FaxFinder IP server.

### 2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying the following with MultiTech FaxFinder IP:

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

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

### 2.2. Test Results

All test cases passed.

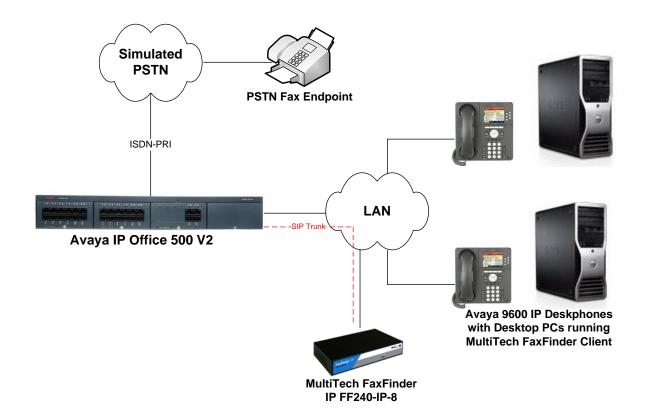
#### 2.3. Support

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

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

## 3. Reference Configuration

In the compliance testing, the Avaya IP Office users have telephone extensions in the range of 600xx, and fax extensions in the range of 610xx as shown in **Figure 1** below.



### Figure 1: MultiTech FaxFinder IP with Avaya IP Office using SIP

## 4. Equipment and Software Validated

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

Equipment	Software
Avaya IP Office 500 V2	9.0 (829)
Avaya 9600 Series IP Deskphones (H.323)	S3.210A
MultiTech FaxFinder IP FF240-IP-8	3.0.0

**Note:** Testing was performed with IP Office 500 v2 R9.0, but it also applies to IP Office Server Edition R9.0. Note that IP Office Server Edition requires an Expansion IP Office 500 v2 R9.0 to support analog or digital endpoints or trunks. IP Office Server Edition does not support TAPI Wave or Group Voicemail.

## 5. Configure Avaya IP Office

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

- Verify IP Office license
- Obtain LAN IP address
- Enable SIP trunks
- Administer SIP line
- Administer incoming call route
- Administer short code

#### 5.1. Verify IP Office License

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

The Avaya IP Office R9 Manager screen is displayed. From the configuration tree in the left pane, select License. Verify that the SIP Trunk Channels license is "Valid", and that the Instances value is sufficient for the desired maximum number of simultaneous faxes.

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BOOTP (2)	License Remote Server			
🖗 Operator (3) 👽 devcon-ipo	Feature	License Key	Instances	Status
	Customer Service Agent	rUmJzV5w5Nthtex4g@ez1E6Fwy7pjkZO	255	Valid
🕀 🤜 System (1)	CCR SUP	7XV3htb6ESOcy@Yb6TeMHlb5EF85puSQ	255	Valid
표 行 Line (3)	UMS Web Services	FIttbNhntKR1GBxpnrLF92SlaVF0a62M	255	Valid
😐 🖘 Control Unit (4)	IP Office Distributor Support - Profes	UXQso9q Vs8i3roifzMmrKPjjzl@wLZx	255	Valid
🗄 🛷 Extension (32)	IP Office Distributor Support - Standa	8GKraLt@tXGVarmwa5z95N hKSlvUQMW	255	Valid
🗄 🤹 User (33)	IP Office Dealer Support - Profession	gIDwnMhTPGG5aBWdvlzL9WogEZ@GYgO9	255	Valid
🗄 🏧 Group (4)	IP Office Dealer Support - Standard E	3XyQqY9AAX4uttz3X9L 9@ryc1oqdwVu	255	Valid
E Short Code (62)	RAS LRQ Support (Rapid Response)	KKPzAvKEGCyOFeF18os_O6cXOVRszlM	255	Valid
Short cous (oz)	IP500 Universal PRI (Additional chan	OntolI6yMXI_KGCLfMrm526FdScEEJ2m	255	Valid
	VPN IP Extensions	XnJYBbd95O4eqEm665_nxVAseXDbUCrC	255	Obsolete
	SIP Trunk Channels	ly11xs6i5GpcAELGW8E5_PiArCuAGccc	255	Valid
Incoming Call Route (4)	VCM Channel Migration	B4MB@ay8gAEiUuBvHfL16ArEeyEqrLdW	255	Valid
- 🧐 WanPort (0)	IP500 Voice Networking Channels	aT1LTVbn5DhDqxmAv_r4ggrQwTx0UCL1	4	Valid
- 🛲 Directory (0)	IP500 Upgrade Standard to Professio	u4B673d65OGDG7_rvoe3HmwCYIpgjw09	255	Obsolete
(i) Time Profile (0)	IP500 Voice Networking Channels	NqN3mwLvEDKq4s8Ati88xd8hvjcOdL@c	255	Valid
🗄 🝈 Firewall Profile (1)	Advanced Small Community Networking	2nVEJsLNXNy0jpRhgMu4xC3bjrV4GYxc	255	Obsolete
1 IP Route (1)	Mobility Features	CIH1unoBVUfGbg9hWQ_r9f_@tMFej7Me	255	Obsolete
Account Code (0)	Report Viewer	9Ka1nUV7XK0XT4xYhTpQgd3MPkoLSBou	255	Valid
	Proactive Reporting	ataPhI9UMVijGOMERe7RrVFNtrsNrzVW	255	Valid
	IPSec Tunnelling	nXlSWOVdgD2InCk86g7uLlvqQbM9gLEe	255	Valid
📲 Tunnel (0)	Small Office Edition WiFi	yA2HJDLLEAoU4P9dPfE651YydvDYPosQ	255	Obsolete
🗄 🌆 User Rights (8)	Small Office Edition VCM (channels)	MGDKnWtPdGd0XoRSttE6k56@YPj4U6lc	255	Obsolete
Auto Attendant (0)	Conferencing Center	tt1XkToM5IK6DKJh1GEPmEgdOeV0G1_C	255	Obsolete
H Y ARS (1)	VMPro TTS (Generic)	XU5x65@9AsfztSJf1oxer_oWMRcfL8Nm	255	Valid
RAS Location Request (0)	VMPro TTS (Scansoft)	Ra2B2AL@EsYuiNgCq39hoTvht2LFpQLu	255	Valid
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#### 5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the **System** screen for the IP Office 500 V2 in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure FaxFinder IP. Note that IP Office can support SIP trunks on the LAN1 and/or LAN2 interfaces. The compliance testing used the LAN1 interface.

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#### 5.3. Enable SIP Trunks

Select the VoIP sub-tab. Ensure that SIP Trunks Enable is checked as shown below.

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devcon-ipo	Auto-create Extn	Auto-create User	H323 Remote Extr Enable
⊞~रि7 Line (3) चि~≪ Control Unit (4)	Mulo-create Extri		
			∃
. ∎ 1 User (33)	SIP Trunks Enable		
Group (4)     Group (52)     Short Code (62)	SIP Registrar Enable		
Service (0)	Auto-create Extn/User		SIP Remote Extn Enable
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Point (0)     Incoming Call Route (4)     WanPort (0)	Domain Manie		
Directory (0)		UDP UDP Port 5060	Remote UDP Port 5060
Time Profile (0)	Layer 4 Protocol	TCP TCP Port 5060	Remote TCP Port 5060
Generative (1)		TLS TLS Port 5061	Remote TLS Port 5061
General Account Code (0)			
License (77)	Challenge Expiry Time (secs)	10	
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#### 5.4. Administer SIP Line

From the configuration tree in the left pane, right-click on Line and select New  $\rightarrow$  SIP Line from the pop-up list to add a new SIP line. Select the **Transport** tab in the right pane. For **ITSP Proxy Address**, enter the IP address of FaxFinder IP. Retain the default values for the remaining fields.

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⊡ f i Line (3)	Network Configuration	
- 2	Layer 4 Protocol UDP Send Port 5060	÷
	Use Network Topology Info None Visten Port 5060	\$

Select the SIP URI tab, and click Add to display the New Channel section.

Enter the wildcard character "\*" for Local URI. Enter the SIP line number for Incoming Group and Outgoing Group. Set Max Calls per Channel to the desired maximum number of simultaneous faxes allowed by the FaxFinder IP license, in this case "8". Retain the default values in the remaining fields.

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Select the **VoIP** tab. For **Codec Selection**, select "Custom" and select the applicable G.711 codec variant in the expanded list. Note that FaxFinder IP only supports the G.711 variants.

For **Fax Transport Support**, select "T38" from the drop-down list. Check **Re-invite Supported**, and retain the default values in the remaining fields.

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Select the **T38 Fax** tab. Uncheck **Use Default Values** toward the bottom of the screen to access all fields. For **T38 Fax Version**, select "1". Retain the default values for the remaining fields.

**Note:** The baud rate and modulation for fax transmissions may be set here by selecting the desired **Max Bit Rate (bps)**.

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ARS (1)	Use Default Values				
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#### 5.5. Administer Incoming Call Route

From the configuration tree in the left pane, right-click on **Incoming Call Route**, and select **New** from the pop-up list to add a new route. For **Line Group Id**, select the incoming group number from **Section 5.4**, which corresponds to the SIP line, in this case "17".

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Extension (32)	Incoming Number		
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IP Route (1)		ок	Cancel Help
Account Code (0)			

Select the **Destinations** tab. For **Destination**, enter "." to match any dialed number from FaxFinder IP.

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■ <b>8</b> BOOTP (2)	Standard Voice Recording	Destinations		
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⊕≪ System (1)	Default Value		*	~
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#### 5.6. Administer Short Code

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for fax calls to FaxFinder IP. In the compliance testing, users on IP Office are designated with fax numbers 610xx, and the fax calls are routed over the SIP trunk to FaxFinder IP.

For **Code**, enter "610N;". For **Feature**, select "Dial Fax" from the drop-down list. For **Telephone Number**, enter the value shown below where "610N" is the short code and "192.168.100.110" is the IP address of FaxFinder IP. For **Line Group Id**, enter the outgoing group number from **Section 5.4**, which corresponds to the SIP line.

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## 6. Configure MultiTech FaxFinder IP

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

- Launch FaxFinder Web Management
- Administer network
- Administer shares
- Administer SIP and T.38
- Administer inbound routing
- 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 FaxFinder IP. The **Login** screen below is displayed. Log in using the appropriate credentials.

FaxFinder® IP FF240-IP-8 Firmware 3.0.0
Username: Password: Login
Forgot Password?

The screen below is displayed next.

	FaxFinder® IP FF240-IP-8 FF240-IP-8 Firmware 3.0.0	Logged In: <b>admin</b> Logout
Home	Fourfinder® ID. 5	F240 ID 0
Status & Logs	FaxFinder® IP F	FZ40-1P-8
System Configuration	Web Management -	Version 3.0.0
Fax Configuration		
Users		
Contacts		14
Send Fax	First Ander II	
Logout		
	Multi-Tech Systems 2205 Woodale Drive Mounds View, MN 55112 U.S.A 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 FTP site: ftp.multitech.com Knowledge Base & Resolutions	Register Now

#### 6.2. Administer Network

Under System Configuration in the left pane, select Network. The Network Configuration screen is displayed. Modify Hostname, IP Address, Subnet Mask and Default Gateway to the appropriate network values.

	FaxFinder® IP FF240-IP-8 Firmware 3			Logged In: admin Logout
Home	Network Conf	figuration 🔋		
Status & Logs	Hostname	faxfinder.example.cor	Default Gateway	192.168.100.1
System Configuration	Description		Primary DNS	192.168.1.1
Network     SMTP	IP Address	192.168.100.110	Secondary DNS	71.250.0.12
Time	Subnet Mask	255.255.255.0		
Printer				Save
SFTP				

#### 6.3. Administer Shares

Under **System Configuration** in the left pane, select **Shares**. The screen below is displayed. Click **Add** to add a network share. Note that the configuration in this section is only necessary for the shared folder method of storing incoming faxes.

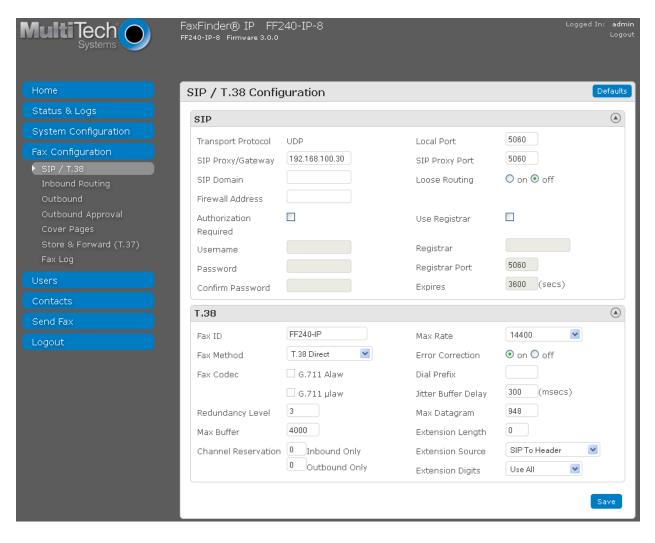
	FaxFinder® IP FF240-IP-8 FF240-IP-8 Firmware 3.0.0	Logged In: admin Logout
Home	Shares 👔	
Status & Logs	Shared Resources	
System Configuration		
Network	Domain/Workgroup WORKGROUP	
SMTP		Save
Time		
Printer	Network Shares	Add
SFTP	There are no Network Shares	
Shares		
Certificates		
Save/Restore		
Software Update		
Reboot		
Debug		

The Add Network Share screen is displayed. For UNC / Location, enter the path to the shared location. Enter appropriate credentials for Username, Password and Confirm Password. Note that this location must allow network sharing so that other users can write to it.

Add Network S	hare
UNC / Location	//192.168.100.250/Faxes
Username	Administrator
Password	••••••
Confirm Password	•••••
	Save Cancel

#### 6.4. Administer SIP and T.38

Under **Fax Configuration** in the left pane, select **SIP / T.38**. The **SIP / T.38 Configuration** screen is displayed. In the **SIP** section, enter the IP address of IP Office in **SIP Proxy/Gateway** field. Retain the default values in the remaining fields. In the **T.38** section, select "T.38 Direct" for **Fax Method**. Retain the default values in the remaining fields.

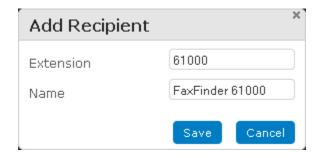


### 6.5. Administer Inbound Routing

Under **Fax Configuration**, select **Inbound Routing**. The screen below is displayed. In the **Recipients** section, click **Add** to add a new recipient.

	FaxFinder® IP FF240-IP-8 FF240-IP-8 Firmware 3.0.0	Logged In: admin Logout
Home	Inbound Routing 2	
Status & Logs System Configuration	Inbound Options	۲
Fax Configuration	Global Routing	۲
SIP / T.38 Inbound Routing	Default Routing	$\odot$
Outbound	Recipients Route faxes by extension.	Add Import Export Delete All
Outbound Approval Cover Pages	There are no inbound recipients	
Store & Forward (T.37) Fax Log		
Users		
Contacts		
Send Fax Logout		

The Add Recipient screen is displayed next. For Extension, enter the first fax extension. Enter a descriptive Name.



	FaxFinder® IP FF240-IP-8 FF240-IP-8 Firmware 3.0.0	Logged In: admin Logout
Home	Edit Recipient (Extension 61000)	
Status & Logs	Extension 61000	
System Configuration	Name FaxFinder 61000	
Fax Configuration		Save Cancel
SIP / T.38		
Inbound Routing		
Outbound	Destinations	Add
Outbound Approval	There are no destinations	
Cover Pages	mere are no desunacions	
Store & Forward (T.37)		Done
Fax Log		

The screen is updated as shown below. Click Add to add a destination for incoming faxes.

The **Add Destination** screen is displayed. The default setting is to send 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. The Enter Share field was set to

//192.168.100.250/Faxes/Fax61000. Repeat this section to add an inbound routing recipient for each fax user.

	FaxFinder® IP FF240-IP-8 FF240-1P-8 Firmware 3.0.0	Logged In: <b>admin</b> Logout
Home	Add Destination (Extension 61000)	
Status & Logs	Destination Type Share 💌 Add	
System Configuration	Enter Share //192.168.100.250/Faxes/Fax610 Browse	
Fax Configuration	Destinations	
Inbound Routing		Save Cancel
Outbound		
Outbound Approval		
Cover Pages		
Store & Forward (T.37)		
Fax Log		

In the compliance testing, two inbound routing recipients were created to correspond to the two fax users as shown below.

MultiTech Systems	FaxFinder® IP FF240-IP-8 Firmware			Logged In:	admin Logout
Home	Inbound Rou	ıting 🔋			
Status & Logs	Inbound Opt	tions			$\overline{\mathbf{v}}$
System Configuration					
Fax Configuration	Global Routir	ng			$\odot$
SIP / T.38	Default Rout	ing			$\odot$
Inbound Routing	Recipients		Add Import Ex	port Delete	All
Outbound Outbound Approval	Route faxes by	extension.			
Cover Pages	Extension	Name	Fax Destinations		
Store & Forward (T.37)	61000	FaxFinder 61000	Share: //192.168.100.250/Faxes/Fax61000		
Fax Log	61001	FaxFinder 61001	Share: //192.168.100.250/Faxes/Fax61001	$\oslash$	
Users			0.40		
Contacts	5 10 25	50 Displaying 1	- 2 of 2		
Send Fax					
Logout					

#### 6.6. Administer Users

Under Users, select FaxFinder Users to display the FaxFinder Users screen. Click Add to add a new user.

	FaxFinder® IP F FF240-IP-8 Firmware 3.0						Loggi	ed In: <b>admin</b> Logout
Home	FaxFinder Use	rs 🔋				Add Import	Export	Delete All
Status & Logs	Users for logging int	o the FaxFinder ar	nd sending fa	ixes.				
System Configuration	Full Name	Username	Email	Phone	Fax	Organization		
Fax Configuration	Administrator	admin						۲
Users FaxFinder Users User Options	5 10 25 50	Displaying 1 -	1 of 1	_		_		

The Add FaxFinder User screen is displayed next (shown below is the Edit screen since the user was previously configured). Enter descriptive values for Username and Full Name. Enter the 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.

	FaxFinder® IP F FF240-IP-8 Firmware 3.0	F240-IP-8 .₀		Logged In:	admin Logout
Home	Edit fax61000				
Status & Logs	Username	fax61000	Include Cover Page		
System Configuration	Full Name	FaxFinder 61000	Default Cover Page	mts_template1.pdf 💌	
Fax Configuration	Password	•••••	Phone Number	732-956-0000	
Users	Confirm Password	•••••	Fax Number	732-956-1000	
FaxFinder Users User Options	Email		Organization		
Edit fax61000	Default Send Fax	Options (Web)			
Edit Contacts for fax61000	Max Attempts	3	Email Fax Receipt	failure 💌	
Edit Groups for fax61000	Fax Priority	Medium 💌	Fax Attachment with	PDF 💌	
Contacts	Retry Interval	300 secs	Receipt		
Send Fax				Save Ca	ancel
Logout					

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

	FaxFinder® IP 1 FF240-IP-8 Firmware 3.1						Logg	ed In: admin Logout
Home	FaxFinder Use	rs 🔋			Add	Import	Export	Delete All
Status & Logs	Users for logging int	to the FaxFinder	r and sen	ding faxes.				
System Configuration	Full Name	Username	Email	Phone	Fax	Orgar	nization	
Fax Configuration	Administrator	admin						۲
Users	FaxFinder 61000	fax61000		732-956-0000	732-956-1000			$\bigotimes$
FaxFinder Users	FaxFinder 61001	fax61001		732-956-0001	732-956-1001			$\bigotimes$
User Options	5 10 25 50	Displaying	1 - 3 of 3					
Contacts								
Send Fax								
Logout								

## 7. Verification Steps

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

### 7.1. Verify MultiTech FaxFinder IP

Follow the procedures in **Section 6.1** to launch the FaxFinder Web Management interface, and log in using a fax user's credentials from **Section 6.6**. Select **Send Fax** to display the **Send Fax** screen.

The Sender Information section is populated automatically.

In the **Recipient Information** section, enter the appropriate **Name** and **Fax Number** for the fax recipient as shown below. Retain the default values in the remaining fields.

	FaxFinder® IP FF240-IP-8		Logged In: fax61000 Logout
	FF240-IP-8 Firmware 3.0.0		
Home	Send Fax ?		
Status & Logs	Sender Information		۲
User	Name	FaxFinder 61000	
Contacts	Organization		
Send Fax	Phone Number	732-956-0000	
Logout	Fax Number	732-956-1000	
	Email Address		
	Recipient Information		۲
	Find Recipient	Enter Recipient Info	~
	Contact/Group	Select Contact/Group	
	Name	FaxFinder 61001	
	Organization/Description		
	Fax Number	61001	
	Phone Number		
			Add Recipient

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. Click **Send Fax**.

Recipients				۲
Name	Organization/D	escription	Fax	Phone
Cover Pag	e Information			۲
Include cove Select Cove	er page with this fax? r Page	Yes ○ No     mts_template1.pdf     ✓		
Subject	-	This is a test fax.		
Comments				
8 ++				~
Attachmen				<u>~</u>
	, .pdf or .ps files	C:\Documents and Settings\r	root\Desktop\Faxes\Fax*	
.txt, .tif, .tiff, Attachment	, .pdf or .ps files	C:\Documents and Settings\r	root\Desktop\Faxes\Fax*	
.txt, .tif, .tiff, Attachment	, .pdf or .ps files	C:\Documents and Settings\r	root\Desktop\Faxes\Fax*	

Under **Status & Logs**, select **Fax Status** to display the screen below. In the **Channel Status** section, verify that there is a channel 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 proper information.

	FaxFind FF240-IP-8		D FF240-IP-{ re 3.0.0	3			ι	ogged In: fax6100 Logou
Home	Fax S	tatus	2					
Status & Logs	Chan	nel Sta	atus					۲
System Status Fax Status	#	State		Pages	Fax		Modulation	
Inbound Fax Log	1	Sendir	Ig	1	61001		V17	
Outbound Fax Log	2	Receiv	ing	1	61001		V17	
User	3	Waitin	g For Ring					
Contacts	4	Waitin	g For Ring					
	5	Waitin	g For Ring					
Send Fax	6	Waitin	g For Ring					
Logout	7	Waitin	g For Ring					
	8	Waitin	g For Ring					
							Last up	dated: 03:37:04
	Inbo	und Fa	ax Status					۲
	Stat	е	Start Time	Channel	Fax	Recipient	Remote ID	Recv'd
	recei	iving	02/17/2014 11:03:12 PM	2	61001	FaxFinder 61001	FF240-IP	1
	Outb	ound F	ax Status				Ser	nd Now Abort
		State	Created A	t Scho	eduled For	Sender	Fa	x Details
		sendin	g 02/17/2014 11:02:58 P		7/2014 3:11 PM	fax61000 (FaxFinder 61		s is a te pages)
	Auto	Refresh					Last up	dated: 03:37:04

#### 7.2. Verify Avaya IP Office

From the Avaya IP Office R9 Manager screen shown in Section 5.1, select File  $\rightarrow$  Advanced  $\rightarrow$  System Status to launch the System Status application, and log in using the appropriate credentials.

The **IP Office System Status** screen is displayed. Expand **Trunks** in the left pane and select the SIP line from **Section 5.4**, in this case "17".

Verify that the **SIP Trunk Summary** screen shows an active channel with a **Current State** of "Connected", and that the sender fax number is displayed in the **Caller ID or Dialed Digits** field.

Alarms (9)       Status       Utilization Summary       Alarms         Extensions (26)       SIP Trunk Summary       SIP Trunk Summary         Line: 1       Line: 2       Image: 1       Peer Domain Name:       sip://192.168.100.110         Line: 2       Image: 1       Image: 1       Resolved Address:       192.168.100.110         Line: 10       Line Number:       17       Number of Administered Channels:       8         Number of Channels in Use:       2       Administered Compression:       G711 Mu         Silence Suppression:       Off       Layer 4 Protocol:       UDP         SIP Trunk Channel Licenses:       Unlimited       1%       1%         SIP Device Features:       Channel Licenses in Use:       2       1%         Channel U Call       Current       Time       Remote Co       Con       Col       Tip:       Jitter       Pack         1       1       12       Connected       00:       T3       VCM       732-9       Ine: 17 SIP § Incom       Oms       Oms       0%       Image: 1         2       0       12       Connected       00:       T3       VCM       VCM       732-9       Ine: 17 SIP § Incom       Oms       0% <t< th=""><th>AVAVA</th><th></th><th></th><th></th><th></th><th>IP</th><th>Off</th><th>ice 🗄</th><th>Svst</th><th>em S</th><th>Sta</th><th>tus</th><th></th><th></th><th></th><th></th><th></th></t<>	AVAVA					IP	Off	ice 🗄	Svst	em S	Sta	tus					
System         Status         Utilization Summary         Alarms           & Alarms (9)         Extensions (26)         SIP Trunk Summary           Line: 1         Line: 1         Resolved Address:         192.168.100.110           Line: 12         Line: 17         Number of Administered Channels:         8           Voicemail         IP Trunk Summary         Administered Channels:         8           Voicemail         IP Retworking         Off         Jayer 4 Protocol:         UDP           SIP Trunk Channel Licenses in Use:         2         1%         SIP Trunk Channel Licenses:         Unlimited           SIP Device Features:         Channel U Call         Current         Time Remote Co Conn Caller         Other Party         Direct Round         Receive Receive Trans Trans           Number         Ref Status         Ins Medi         ID or on Call         Trip Jitter         Pack           1         1         12         Connected 00:         T3 VCM         Une: 17 SIP slincom 0ms         Oms         0%           2         0         12         Connected 00:         T3 VCM         Line: 17 SIP slincom 0ms         Oms         0%         Imasking           1         1         12         Connected 00:	ielo Snapshot LogOff Exit	About							,								
	1 System 1 Å Alarms (9) 1 Extensions (26) 1 Trunks (3) Line: 1 Line: 2	Status       Peer Dom       Resolved       Line Num       Number of       Number of       Administer       Silence So       Layer 4 P       SIP Trunk       SIP Trunk       SIP Trunk       SIP Device       Channel 1       2       3       4       5       6	nain Name d Address iber: of Adminis of Channe ered Com uppressic Protocol: k Channe k Channe k Channe ce Featur U Call Ref 1 12	e: : stered Channel els in Use: pression: n: Licenses: Licenses in U es: Current State Connected Connected Idle Idle Idle Idle	se: Time in 5 00: 06: 06: 06:	sip://19 192.16 17 8 2 G711 M Off UDP Unlimite 2 Remote	8.100. u :d Co	100.110 110 Conn	Caller ID or	Other Pa on Call Line: 17	rty SIP s	Incom	Trip Oms	Jitter Oms	Pack 0%	Trans	Trans.,

## 8. Conclusion

These Application Notes describe the configuration steps required to integrate the MultiTech FaxFinder IP with Avaya IP Office using SIP. All feature and serviceability test cases were completed and passed.

## 9. Additional References

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

- [1] Avaya IP Office Manager, Release 9.0, Issue 9.01, September 2013, Document Number 15-601011.
- [2] FaxFinder IP Administrator User Guide, available at https://support.multitech.com.

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