



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:** <https://support.multitech.com>

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.

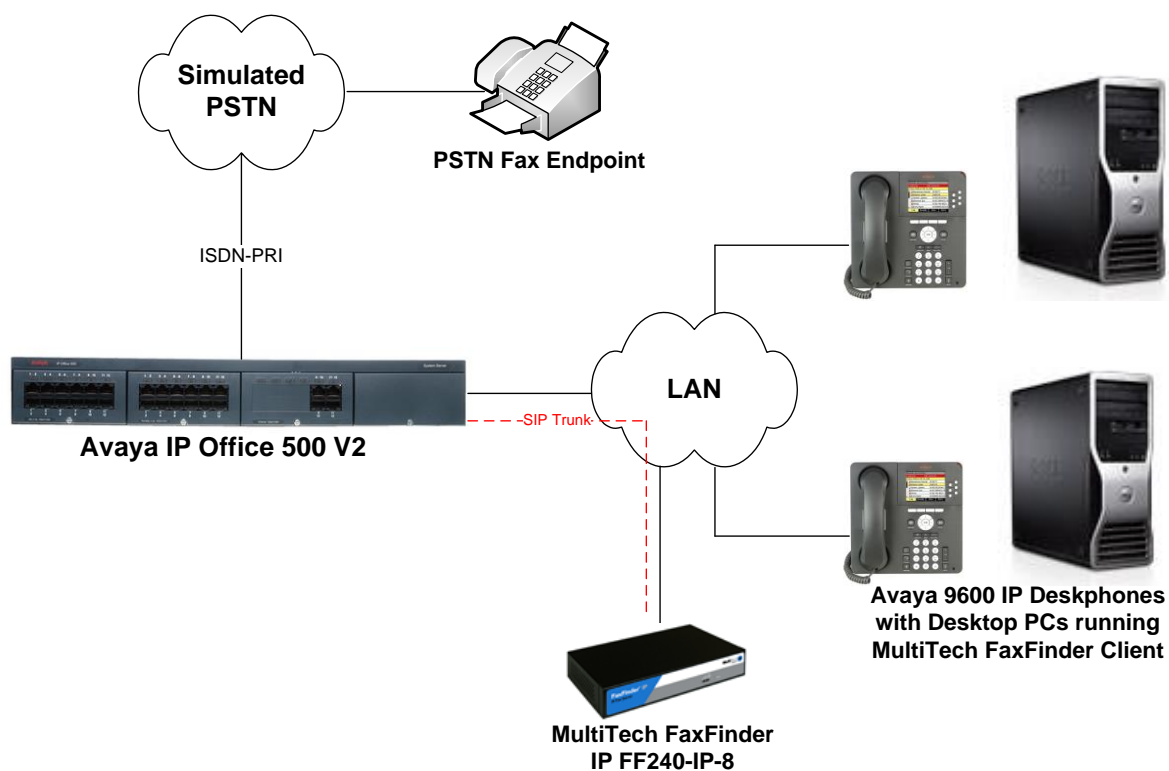


Figure 1: MultiTech FaxFinder IP with Avaya IP Office using SIP

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

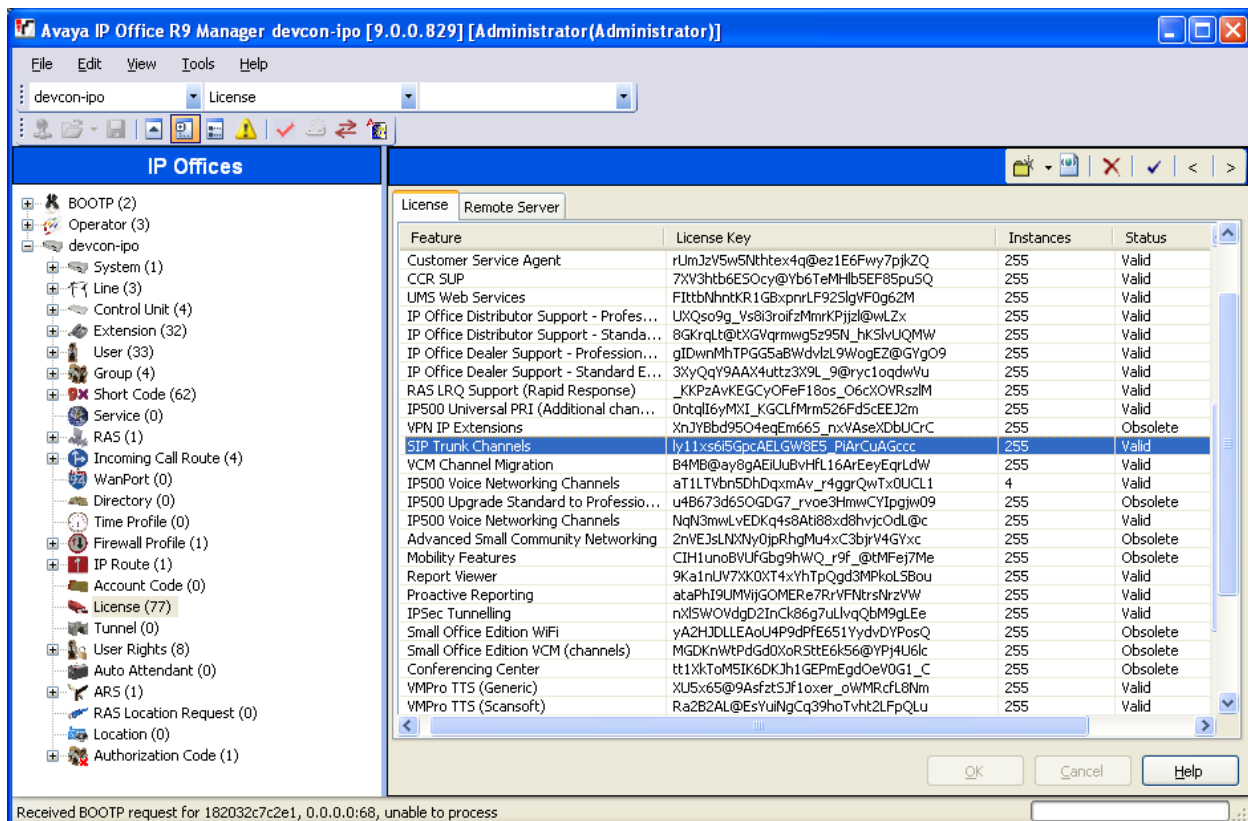
This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- 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

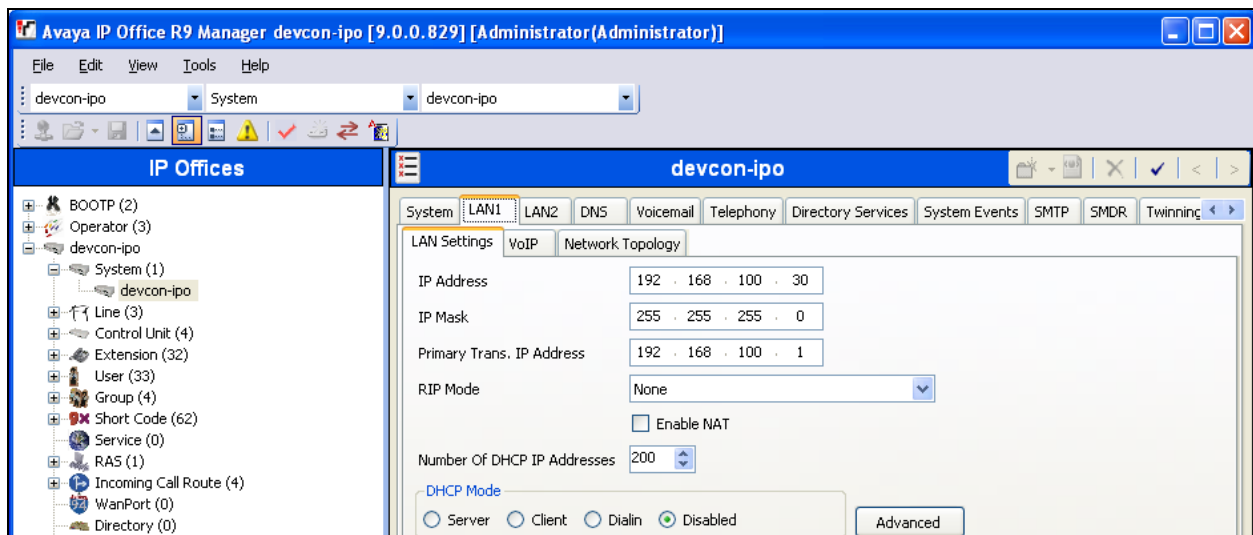
From a PC running the Avaya IP Office Manager application, select **Start → Programs → IP Office → Manager** to launch the Manager application. Select the proper IP Office system and log in with the appropriate credentials.

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.



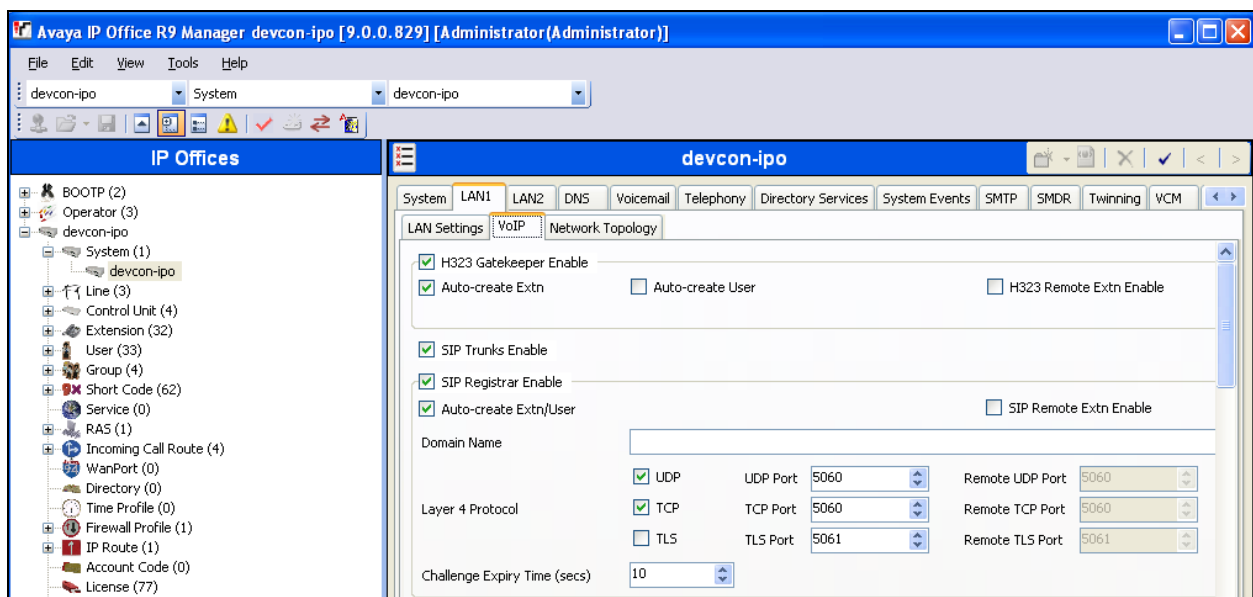
5.2. Obtain LAN IP Address

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.



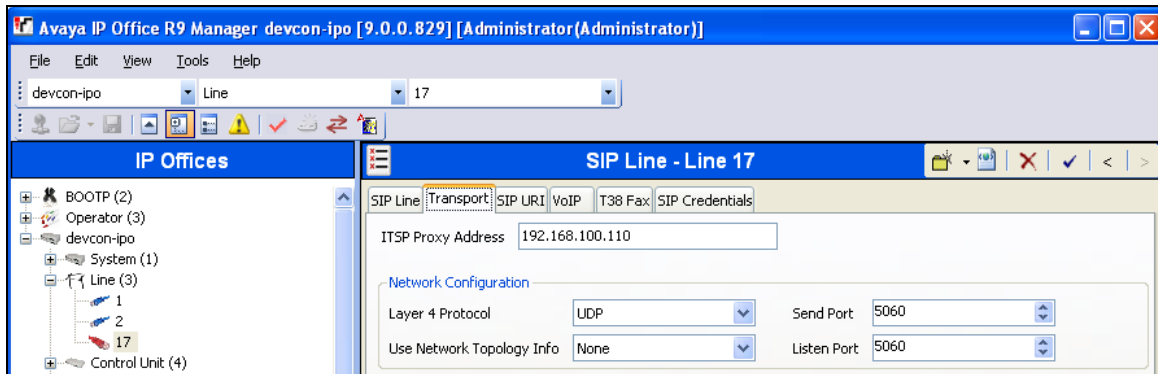
5.3. Enable SIP Trunks

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



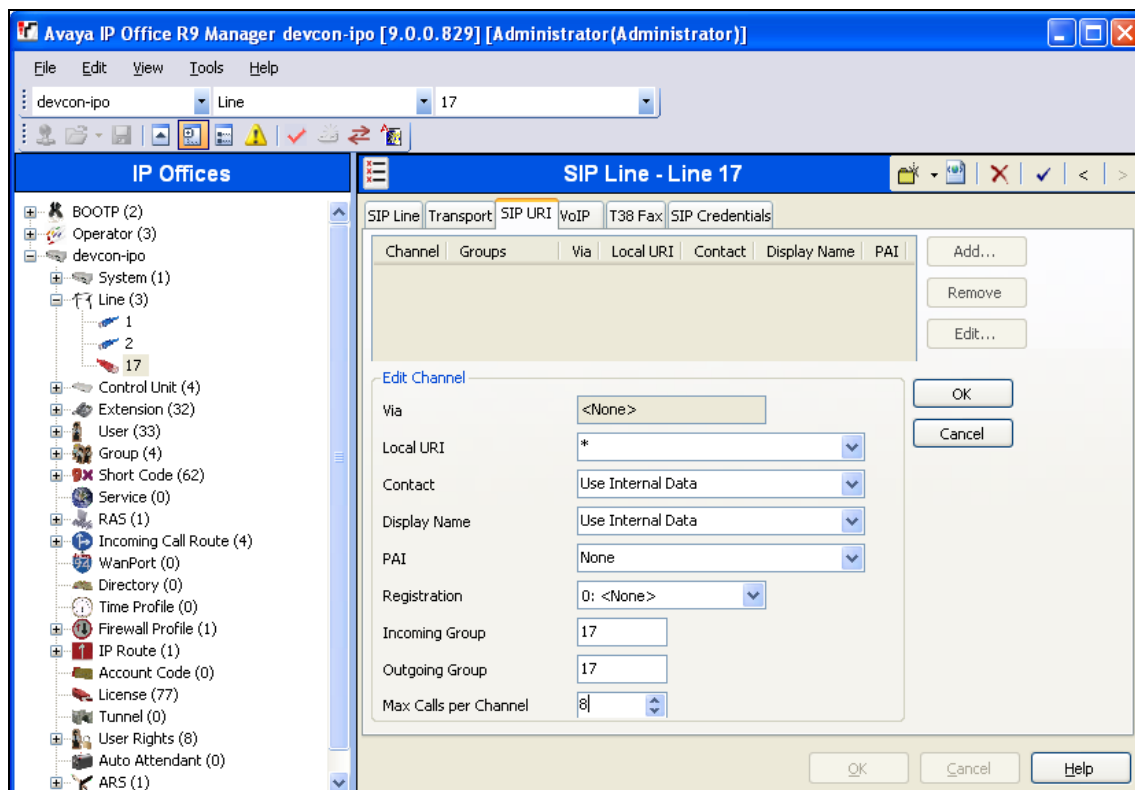
5.4. Administer SIP Line

From the configuration tree in the left pane, right-click on **Line** and select **New → 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.

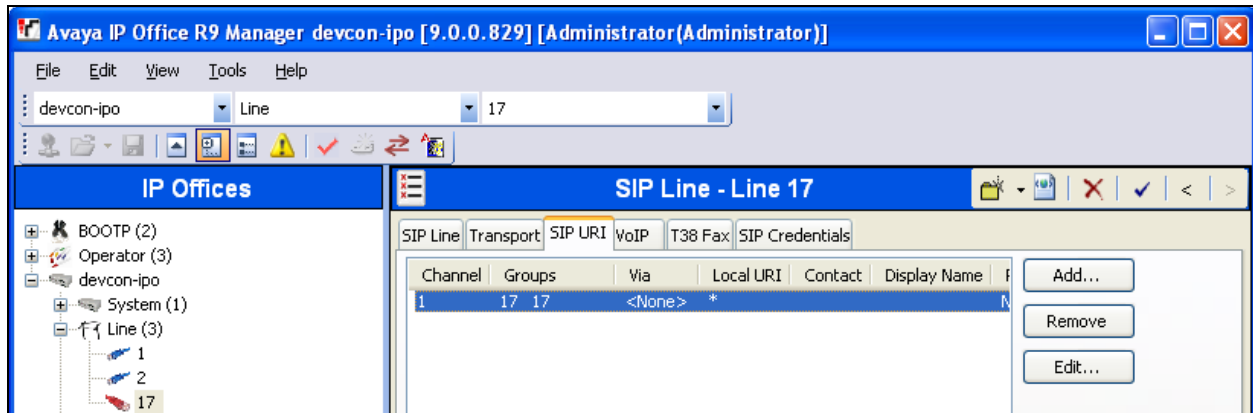


Select the **SIP URI** tab, and click **Add** to display the **New Channel** section.

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.

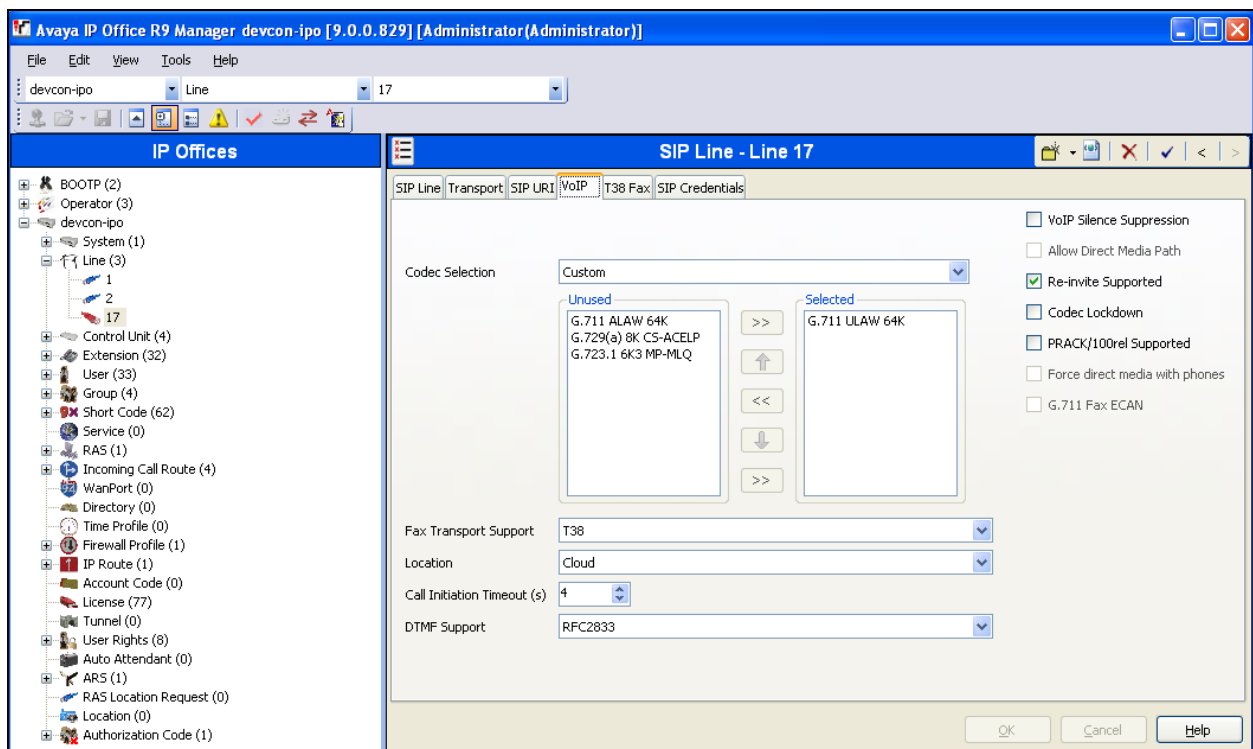


The screen is updated as shown below.



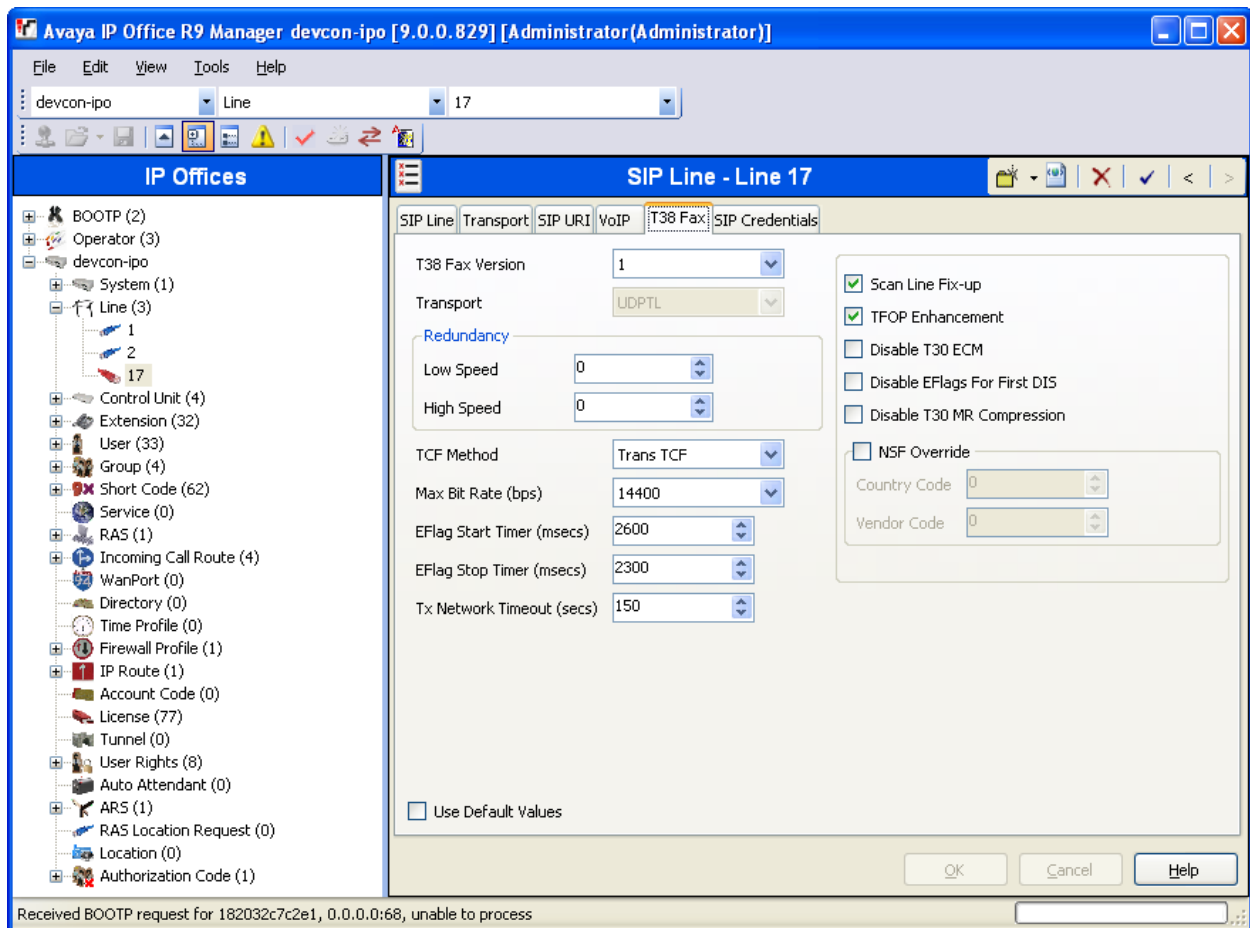
Select the **VoIP** tab. For **Codec Selection**, select “Custom” and select the applicable G.711 codec variant in the expanded list. Note that FaxFinder IP only supports the G.711 variants.

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



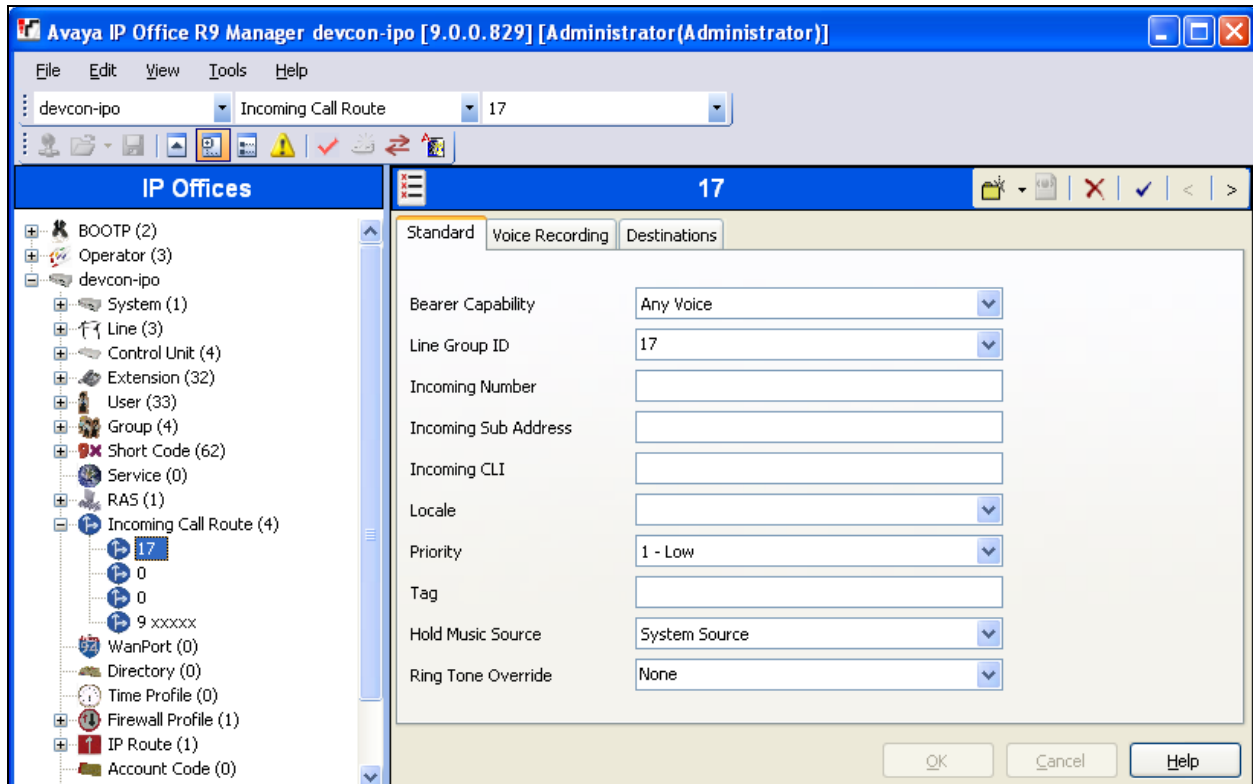
Select the **T38 Fax** tab. Uncheck **Use Default Values** toward the bottom of the screen to access all fields. For **T38 Fax Version**, select “1”. Retain the default values for the remaining fields.

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

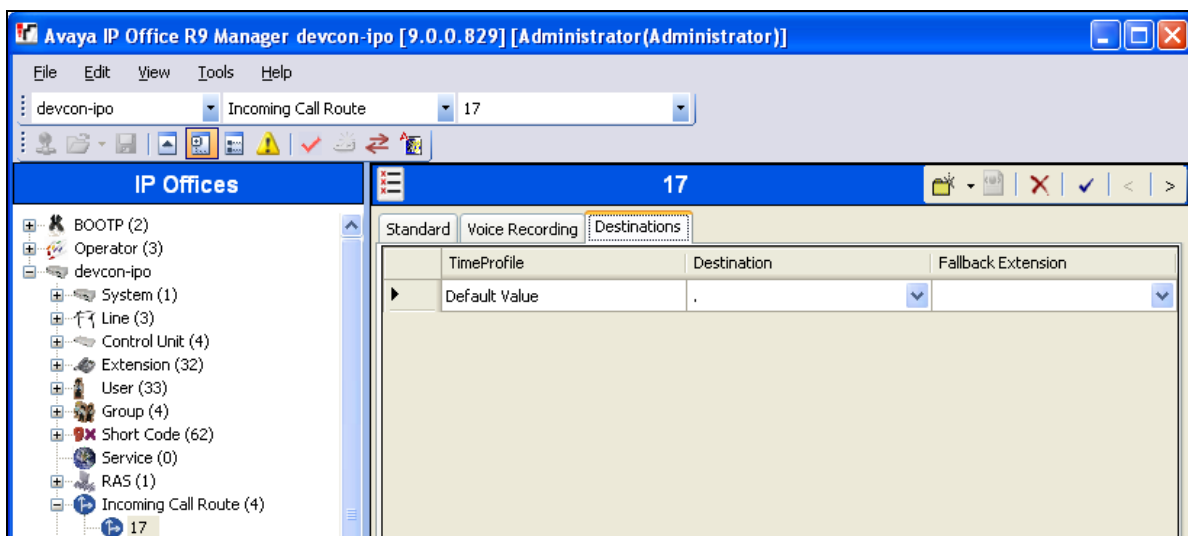


5.5. Administer Incoming Call Route

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”.



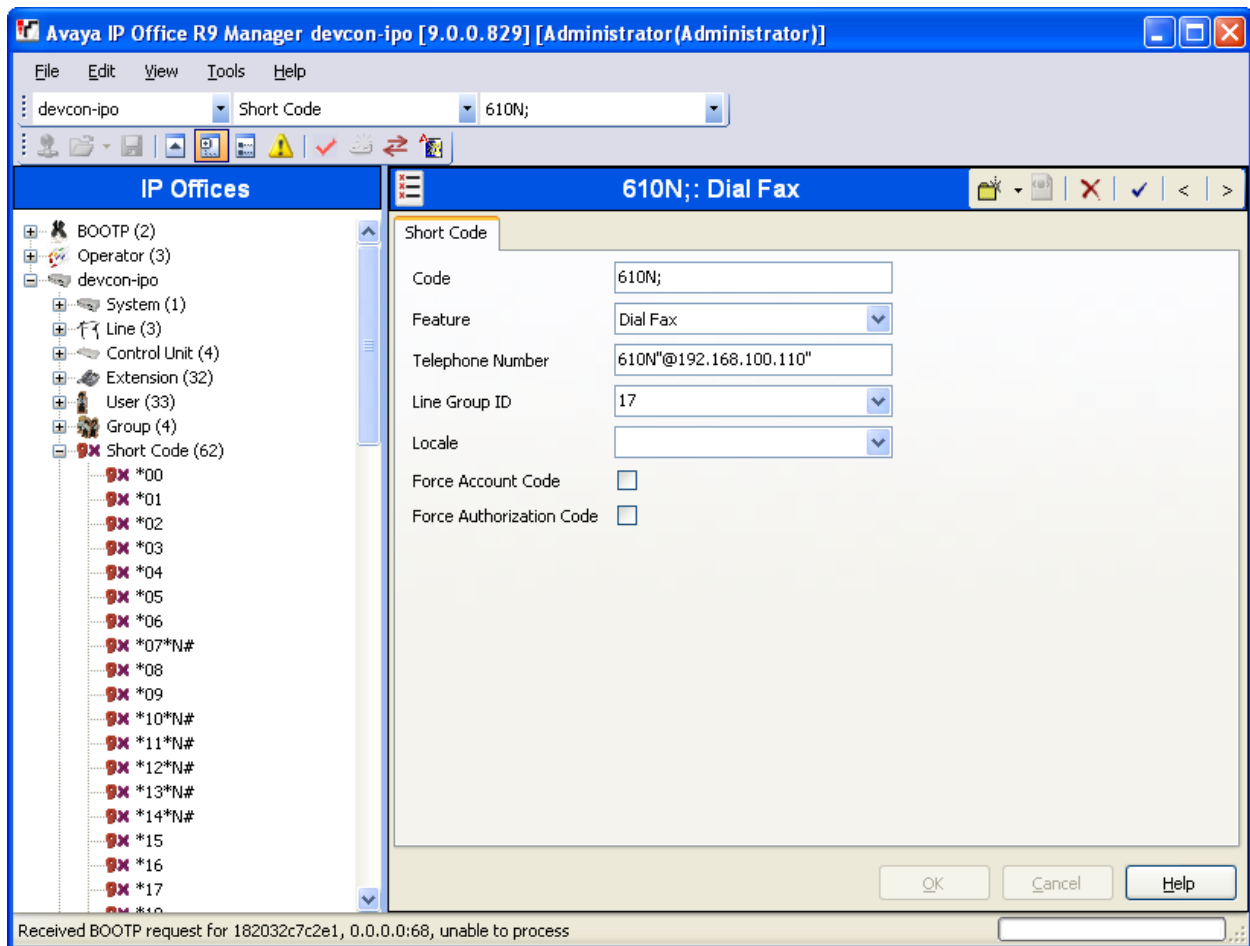
Select the **Destinations** tab. For **Destination**, enter “.” to match any dialed number from FaxFinder IP.



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.



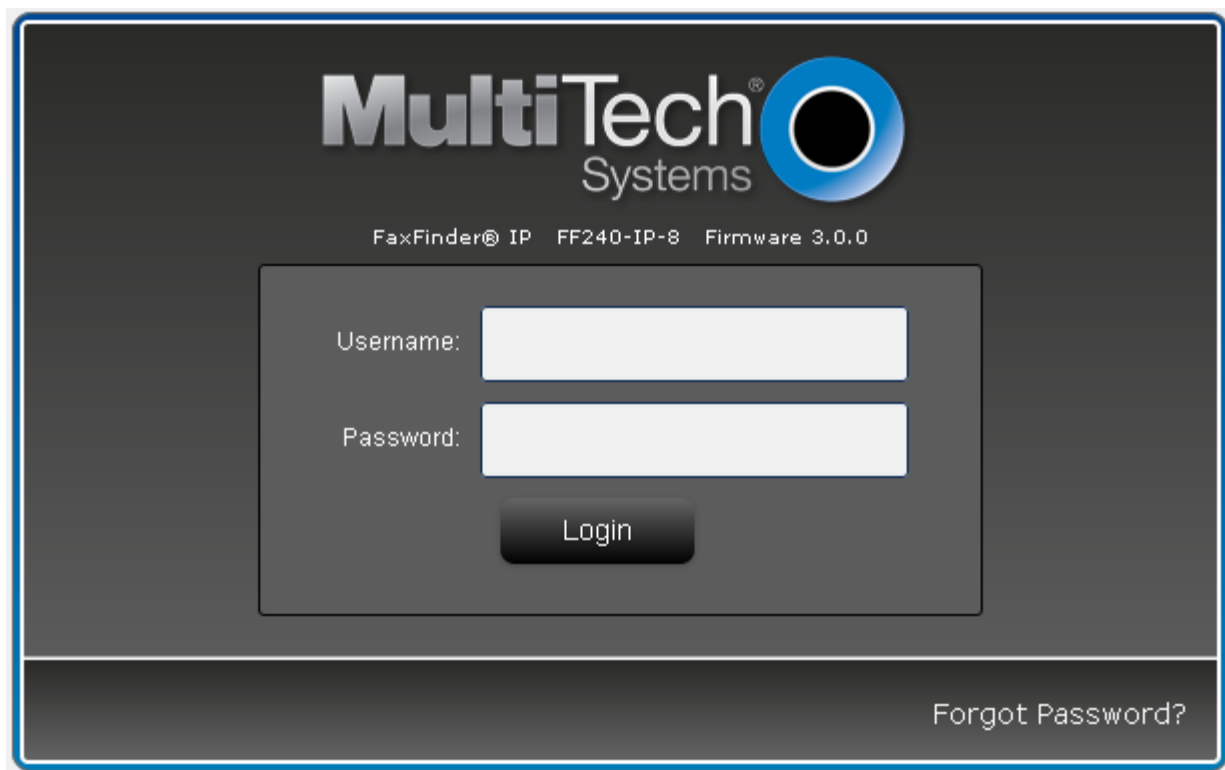
6. Configure MultiTech FaxFinder IP

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.



The image shows the login interface for MultiTech Systems FaxFinder IP. At the top, the MultiTech Systems logo is displayed, consisting of the text "MultiTech" in a bold, sans-serif font, followed by "Systems" in a smaller font, and a blue circular icon with a white center. Below the logo, the text "FaxFinder® IP FF240-IP-8 Firmware 3.0.0" is shown. The main login area is a dark gray rectangle containing two white input fields. The first field is labeled "Username:" and the second is labeled "Password:". Below these fields is a black button with the word "Login" in white. At the bottom right of the interface, there is a link that says "Forgot Password?".

The screen below is displayed next.

MultiTech Systems

FaxFinder@ IP FF240-IP-8
FF240-IP-8 Firmware 3.0.0

Logged In: admin
Logout

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

FaxFinder@ IP FF240-IP-8
Web Management - Version 3.0.0

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.

MultiTech Systems

FaxFinder@ IP FF240-IP-8
FF240-IP-8 Firmware 3.0.0

Logged In: admin
Logout

Home
Status & Logs
System Configuration
▶ Network
SMTP
Time
Printer
SFTP

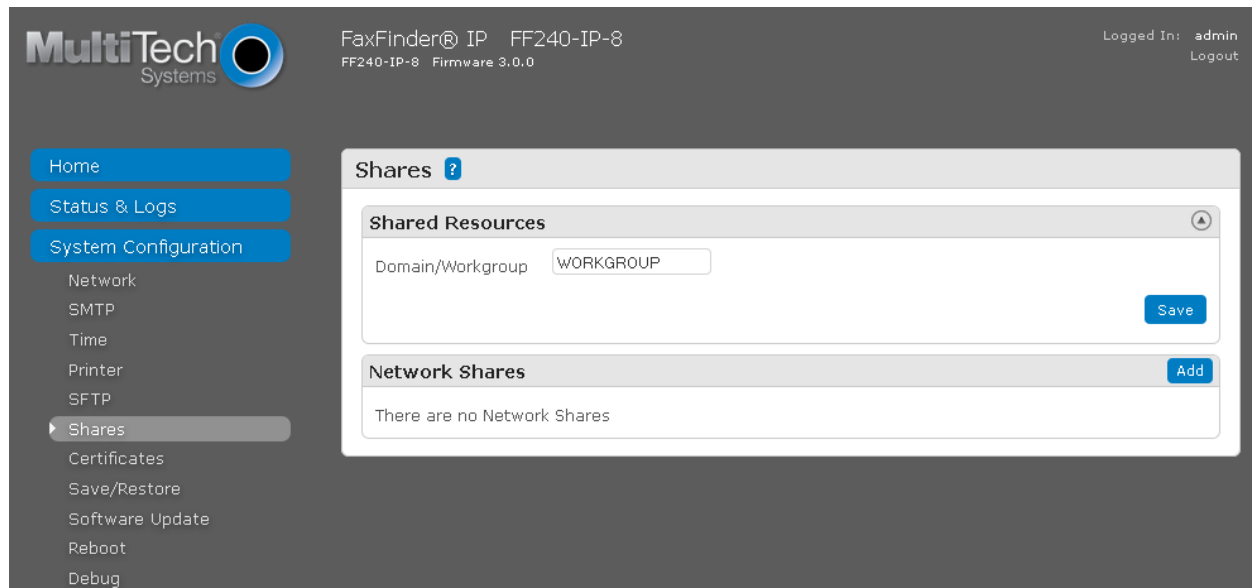
Network Configuration ?

Hostname:
Description:
IP Address:
Subnet Mask:
Default Gateway:
Primary DNS:
Secondary DNS:

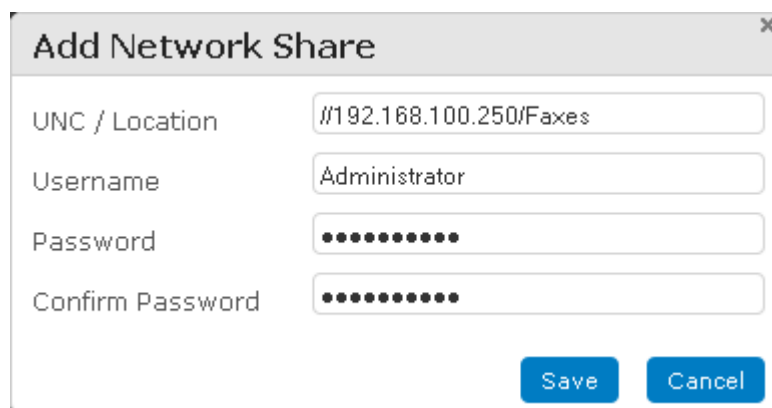
[Save](#)

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.



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.



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.

The screenshot shows the MultiTech Systems FaxFinder® IP FF240-IP-8 configuration interface. The top header displays the device name and IP address (FF240-IP-8, FF240-IP-8 Firmware 3.0.0) and the user is logged in as admin. The left sidebar contains navigation links: Home, Status & Logs, System Configuration, Fax Configuration (selected), Users, Contacts, Send Fax, and Logout. The main content area is titled "SIP / T.38 Configuration" and has a "Defaults" button. It is divided into two sections: SIP and T.38.

SIP Section:

Transport Protocol	UDP	Local Port	5060
SIP Proxy/Gateway	192.168.100.30	SIP Proxy Port	5060
SIP Domain		Loose Routing	<input type="radio"/> on <input checked="" type="radio"/> off
Firewall Address		Use Registrar	<input type="checkbox"/>
Authorization Required	<input type="checkbox"/>	Registrar	
Username		Registrar Port	5060
Password		Expires	3600 (secs)
Confirm Password			

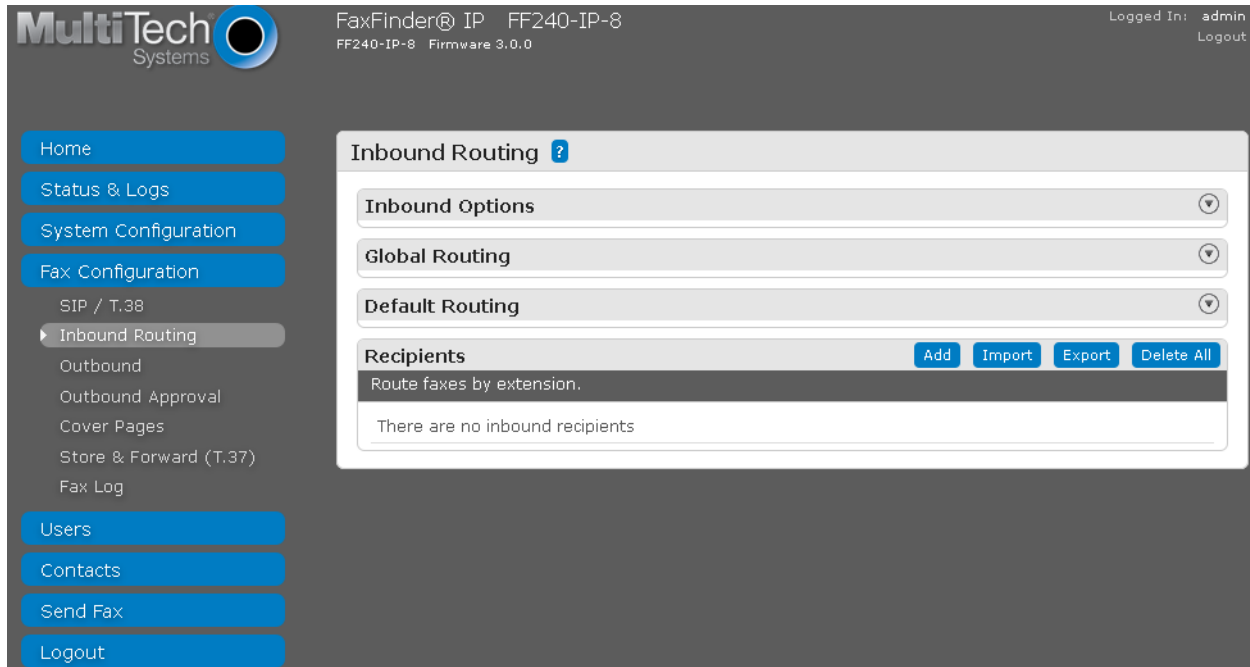
T.38 Section:

Fax ID	FF240-IP	Max Rate	14400
Fax Method	T.38 Direct	Error Correction	<input checked="" type="radio"/> on <input type="radio"/> off
Fax Codec	<input type="checkbox"/> G.711 Alaw <input type="checkbox"/> G.711 µlaw	Dial Prefix	
Redundancy Level	3	Jitter Buffer Delay	300 (msecs)
Max Buffer	4000	Max Datagram	948
Channel Reservation	<input type="checkbox"/> Inbound Only <input type="checkbox"/> Outbound Only	Extension Length	0
		Extension Source	SIP To Header
		Extension Digits	Use All

A "Save" button is located at the bottom right of the configuration area.

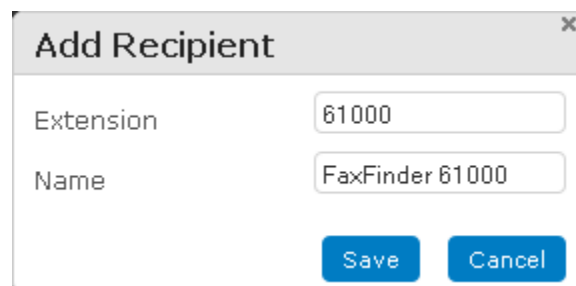
6.5. Administer Inbound Routing

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



The screenshot shows the MultiTech Systems FaxFinder@ IP web interface. The top header displays the device information: FaxFinder@ IP FF240-IP-8, FF240-IP-8 Firmware 3.0.0, and the user is logged in as admin. The left sidebar contains navigation links: Home, Status & Logs, System Configuration, Fax Configuration (selected), SIP / T.38, Inbound Routing (selected), Outbound, Outbound Approval, Cover Pages, Store & Forward (T.37), Fax Log, Users, Contacts, Send Fax, and Logout. The main content area is titled 'Inbound Routing' and includes sections for Inbound Options, Global Routing, and Default Routing. The Recipients section shows a table with the heading 'Route faxes by extension.' and a message 'There are no inbound recipients'. Action buttons for Add, Import, Export, and Delete All are visible.

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



The screenshot shows the 'Add Recipient' dialog box. It has two input fields: 'Extension' with the value '61000' and 'Name' with the value 'FaxFinder 61000'. At the bottom, there are 'Save' and 'Cancel' buttons.

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

MultiTech Systems

FaxFinder@ IP FF240-IP-8
FF240-IP-8 Firmware 3.0.0

Logged In: admin
Logout

Home

Status & Logs

System Configuration

Fax Configuration

SIP / T.38

Inbound Routing

Outbound

Outbound Approval

Cover Pages

Store & Forward (T.37)

Fax Log

Edit Recipient (Extension 61000)

Extension 61000

Name FaxFinder 61000

Save Cancel

Destinations

Add

There are no destinations

Done

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.

MultiTech Systems

FaxFinder@ IP FF240-IP-8
FF240-IP-8 Firmware 3.0.0

Logged In: admin
Logout

Home

Status & Logs

System Configuration

Fax Configuration

SIP / T.38

Inbound Routing

Outbound

Outbound Approval

Cover Pages

Store & Forward (T.37)

Fax Log

Add Destination (Extension 61000)

Destination Type Share Add

Enter Share //192.168.100.250/Faxes/Fax610 Browse

Destinations

Save Cancel

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

The screenshot displays the MultiTech Systems FaxFinder@ IP web interface. The top header shows the device model as FF240-IP-8 with firmware 3.0.0, and the user is logged in as 'admin'. The left sidebar contains navigation buttons for Home, Status & Logs, System Configuration, Fax Configuration, SIP / T.38, Inbound Routing (selected), Outbound, Outbound Approval, Cover Pages, Store & Forward (T.37), Fax Log, Users, Contacts, Send Fax, and Logout. The main content area is titled 'Inbound Routing' and includes expandable sections for Inbound Options, Global Routing, and Default Routing. Below these is the 'Recipients' section, which has buttons for Add, Import, Export, and Delete All. A sub-header 'Route faxes by extension.' is present above a table. The table lists two recipients: extension 61000 named 'FaxFinder 61000' and extension 61001 named 'FaxFinder 61001', both with a share path of '//192.168.100.250/Faxes/Fax61000' and 'Fax61001' respectively. At the bottom of the table, there are pagination controls showing '5', '10' (selected), '25', and '50', along with a status 'Displaying 1 - 2 of 2'.

Extension	Name	Fax Destinations	
61000	FaxFinder 61000	Share: //192.168.100.250/Faxes/Fax61000	
61001	FaxFinder 61001	Share: //192.168.100.250/Faxes/Fax61001	

6.6. Administer Users

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

MultiTech Systems FaxFinder@ IP FF240-IP-8 FF240-IP-8 Firmware 3.0.0 Logged In: admin Logout

Home Status & Logs System Configuration Fax Configuration Users FaxFinder Users User Options

FaxFinder Users ? Add Import Export Delete All

Users for logging into the FaxFinder and sending faxes.

Full Name	Username	Email	Phone	Fax	Organization
Administrator	admin				

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.

MultiTech Systems FaxFinder@ IP FF240-IP-8 FF240-IP-8 Firmware 3.0.0 Logged In: admin Logout

Home Status & Logs System Configuration Fax Configuration Users FaxFinder Users User Options Edit fax61000 Edit Contacts for fax61000 Edit Groups for fax61000 Contacts Send Fax Logout

Edit fax61000

Username fax61000 Include Cover Page ☐

Full Name FaxFinder 61000 Default Cover Page mts_template1.pdf

Password Password Confirm Password Password Email

Phone Number 732-956-0000 Fax Number 732-956-1000 Organization

Default Send Fax Options (Web)

Max Attempts 3 Email Fax Receipt failure

Fax Priority Medium Fax Attachment with Receipt PDF

Retry Interval 300 secs

Save Cancel

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

The screenshot displays the MultiTech Systems FaxFinder@ IP web interface. The top header shows the device information: FaxFinder@ IP FF240-IP-8, FF240-IP-8 Firmware 3.0.0, and the user is logged in as admin. The left sidebar contains navigation buttons: Home, Status & Logs, System Configuration, Fax Configuration, Users, FaxFinder Users (selected), User Options, Contacts, Send Fax, and Logout. The main content area is titled 'FaxFinder Users' and includes buttons for Add, Import, Export, and Delete All. Below the title is a description: 'Users for logging into the FaxFinder and sending faxes.' A table lists the users:

Full Name	Username	Email	Phone	Fax	Organization
Administrator	admin				
FaxFinder 61000	fax61000		732-956-0000	732-956-1000	
FaxFinder 61001	fax61001		732-956-0001	732-956-1001	

At the bottom of the table, there are pagination controls showing 5, 10, 25, and 50 users per page, and a status bar indicating 'Displaying 1 - 3 of 3'.

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.

The screenshot displays the MultiTech FaxFinder IP Web Management interface. The top header includes the MultiTech Systems logo, the device identifier 'FaxFinder® IP FF240-IP-8', and the firmware version 'FF240-IP-8 Firmware 3.0.0'. A user is logged in as 'fax61000'. On the left, a navigation menu contains links for Home, Status & Logs, User, Contacts, Send Fax (which is highlighted), and Logout. The main content area is titled 'Send Fax' and is divided into two sections: 'Sender Information' and 'Recipient Information'. The 'Sender Information' section contains fields for Name (FaxFinder 61000), Organization, Phone Number (732-956-0000), Fax Number (732-956-1000), and Email Address. The 'Recipient Information' section includes a 'Find Recipient' dropdown menu (set to 'Enter Recipient Info'), a 'Contact/Group' dropdown menu (set to 'Select Contact/Group'), and fields for Name (FaxFinder 61001), Organization/Description, Fax Number (61001), and Phone Number. An 'Add Recipient' button is located at the bottom right of the Recipient Information section.

Sender Information	
Name	FaxFinder 61000
Organization	
Phone Number	732-956-0000
Fax Number	732-956-1000
Email Address	

Recipient Information	
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			
Name	Organization/Description	Fax	Phone


Cover Page Information	
Include cover page with this fax?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Select Cover Page	mts_template1.pdf
Subject	This is a test fax.
Comments	Please review the attachment.

Attachments	
.txt, .tif, .tiff, .pdf or .ps files	
Attachment	C:\Documents and Settings\root\Desktop\Faxes\Fax1.pdf
Add Another Attachment	

Options

Send 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.



FaxFinder® IP FF240-IP-8
FF240-IP-8 Firmware 3.0.0

Logged In: fax61000
Logout

Home

Status & Logs

System Status

Fax Status

Inbound Fax Log

Outbound Fax Log

User

Contacts

Send Fax

Logout

Fax Status ?

Channel Status

#	State	Pages	Fax	Modulation
1	Sending	1	61001	V17
2	Receiving	1	61001	V17
3	Waiting For Ring			
4	Waiting For Ring			
5	Waiting For Ring			
6	Waiting For Ring			
7	Waiting For Ring			
8	Waiting For Ring			

Last updated: 03:37:04

Inbound Fax Status

State	Start Time	Channel	Fax	Recipient	Remote ID	Recv'd
receiving	02/17/2014 11:03:12 PM	2	61001	FaxFinder 61001	FF240-IP	1

Outbound Fax Status

Send Now Abort

<input type="checkbox"/>	State	Created At	Scheduled For	Sender	Fax Details
<input type="checkbox"/>	sending	02/17/2014 11:02:58 PM	02/17/2014 11:03:11 PM	fax61000 (FaxFinder 61000)	This is a te... (2 pages)

☐ Auto Refresh

Last updated: 03:37:04

7.2. Verify Avaya IP Office

From the **Avaya IP Office R9 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. 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.

Avaya IP Office System Status - devcon-ipo (192.168.100.30) - IP500 V2 9.0.0.0 build 829

IP Office System Status

Help Snapshot LogOff Exit About

System
Alarms (9)
Extensions (26)
Trunks (3)
Line: 1
Line: 2
Line: 17
Active Calls
Resources
Voicemail
IP Networking
Locations

Status Utilization Summary Alarms

SIP Trunk Summary

Peer Domain Name: sip://192.168.100.110
Resolved Address: 192.168.100.110
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
SIP Trunk Channel Licenses in Use: 2
SIP Device Features:

1%

Channel Number	U...	Call Ref	Current State	Time in S...	Remote Medi...	Co...	Conn...	Caller ID or ...	Other Party on Call	Direct...	Round Trip ...	Receive Jitter	Receive Pack...	Trans...	Trans...
1	1	12	Connected	00:...		T3...	VCM	732-9...	Line: 17 SIP s	Incom...	0ms	0ms	0%		
2	0	12	Connected	00:...		T3...	VCM		Line: 17 SIP s	Outg...	0ms	0ms	0%		
3			Idle	06:...											
4			Idle	06:...											
5			Idle	06:...											
6			Idle	06:...											
7			Idle	06:...											
8			Idle	06:...											

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

3:37:22 PM Online

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>.

©2014 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. All trademarks identified by ® and ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners. The information provided in these Application Notes is subject to change without notice. The configurations, technical data, and recommendations provided in these Application Notes are believed to be accurate and dependable, but are presented without express or implied warranty. Users are responsible for their application of any products specified in these Application Notes.

Please e-mail any questions or comments pertaining to these Application Notes along with the full title name and filename, located in the lower right corner, directly to the Avaya DevConnect Program at devconnect@avaya.com.