



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

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# **Application Notes for MultiTech FaxFinder® FFx40 with Avaya IP Office – Issue 1.0**

### **Abstract**

These Application Notes describe the configuration steps required to integrate the MultiTech FaxFinder® FFx40 with Avaya IP Office. The MultiTech FaxFinder FFx40 is a fax server that uses analog ports from Avaya IP Office to send and receive faxes. The FaxFinder FF840 with a FaxFinder FFEX16 expansion module, which provides 16 additional analog ports, was used in the compliance test.

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® FFX40 with Avaya IP Office. The MultiTech FaxFinder FFX40 is a fax server that uses analog ports from Avaya IP Office to send and receive faxes. The FaxFinder FF840 with a FaxFinder FFEX16 expansion module, which provides 16 additional analog ports, 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 FFX40 via an available analog port. 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 FFX40. 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 FFX40 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 FFX40, and by rebooting the MultiTech FaxFinder FFX40 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 analog ports, 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 FFx40 to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to MultiTech FaxFinder FFx40.

## **2.2. Test Results**

All test cases passed.

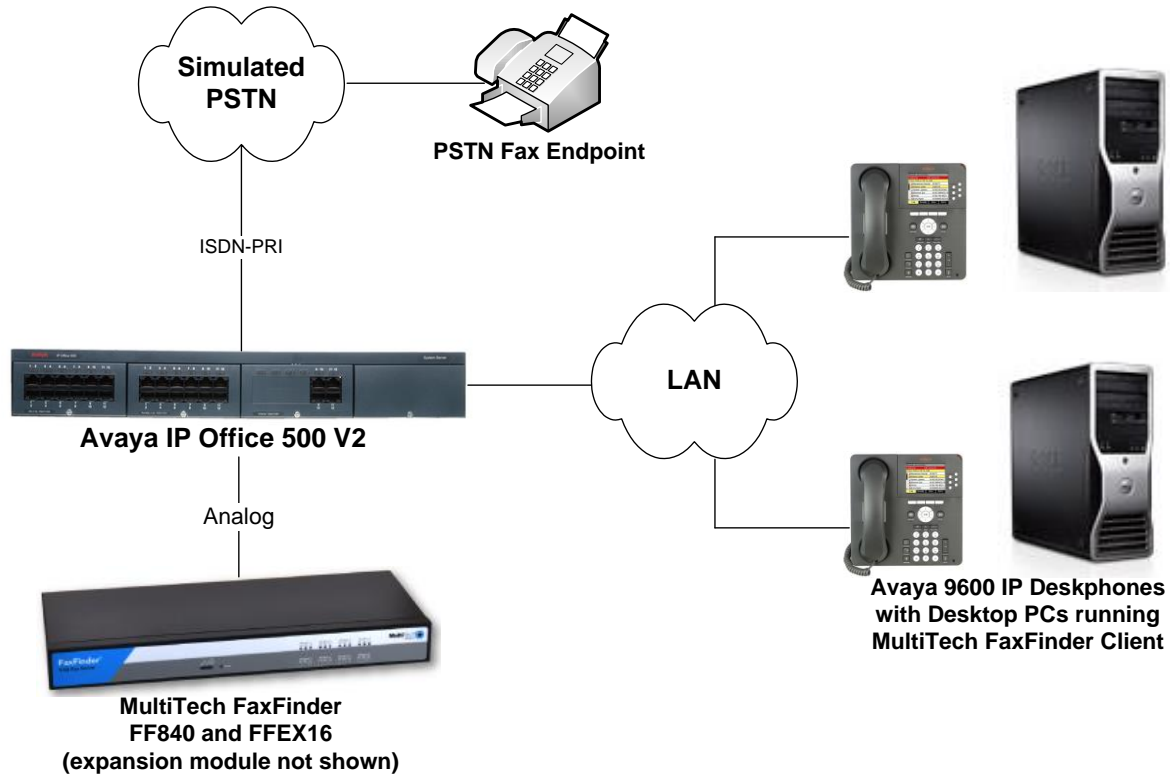
## **2.3. Support**

Technical support on MultiTech FaxFinder FFx40 or FFEX16 can be obtained via phone or MultiTech support website.

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

### 3. Reference Configuration

In the compliance testing, the Avaya IP Office users have fax extensions in the range of 603xx and the analog ports on MultiTech FaxFinder have extensions in the range of 602xx.



**Figure 1: MultiTech FaxFinder FF840 and Faxfinder FFEX16 Expansion Module with Avaya IP Office using Analog Ports**

## 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 FF840 with FFEX16 Expansion Module	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:

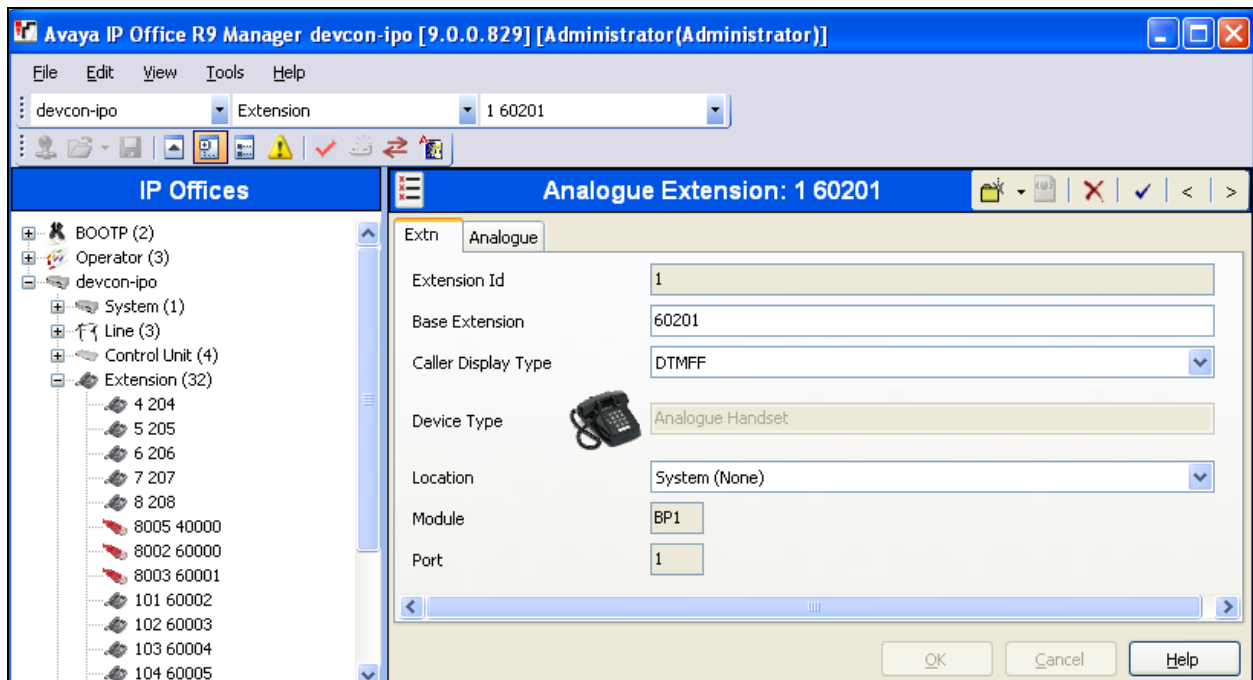
- Administer physical fax ports
- Administer fax hunt group
- Administer virtual fax users

### 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 with the appropriate credentials.

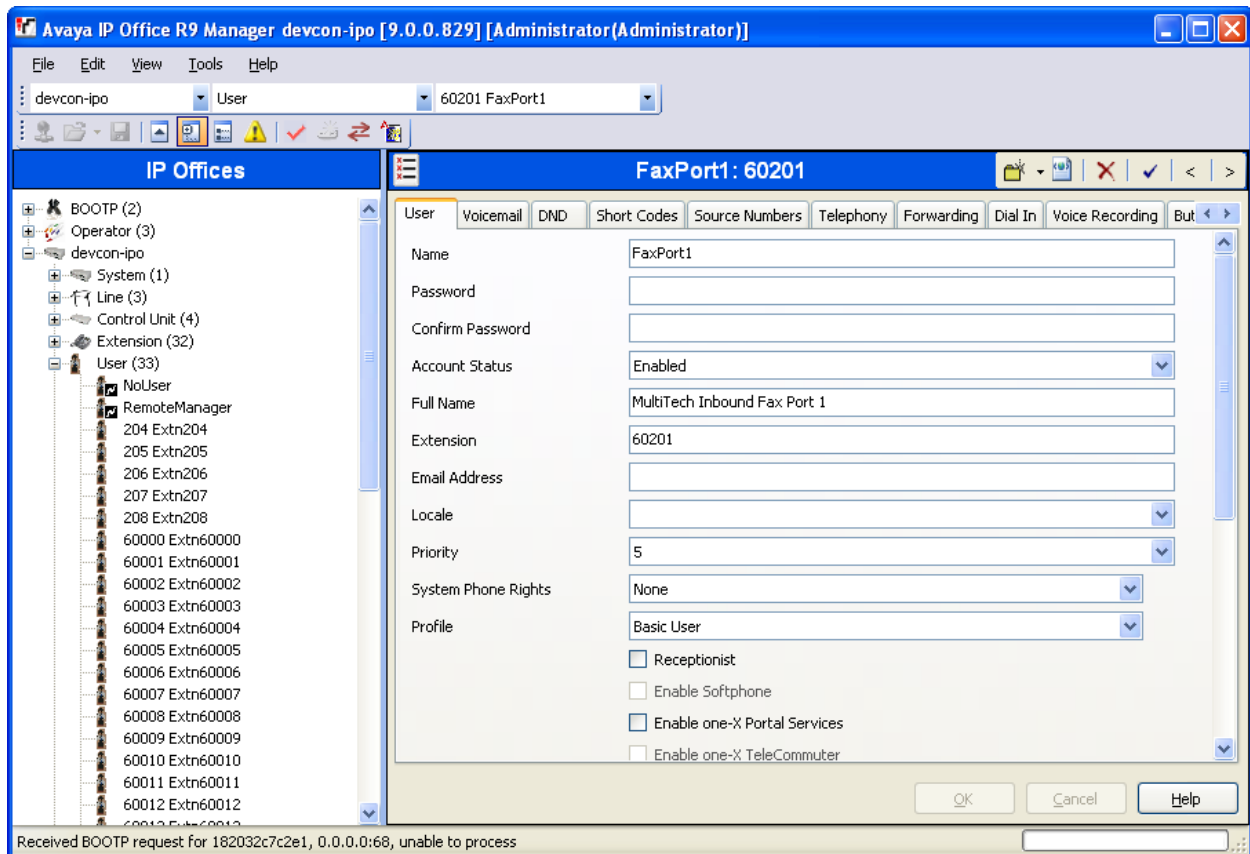
The **Avaya IP Office R9 Manager** screen is displayed. From the configuration tree in the left pane, right-click on **Extension** to enter a new extension for the first analog port connected to MultiTech FaxFinder.

The **Analogue Extension** screen is displayed. In the Base Extension field, enter the extension for the analog port. In this example, the first analog port is extension “60201”. In **Caller Display Type**, select “DTMF” from the drop-down list, to enable the called number to be outputted via DTMF to MultiTech FaxFinder upon call connection.



From the configuration tree in the left pane, right-click on **User** and select **New** from the pop-up list to add a new user. Select the **User** tab and enter a descriptive **Name** and **Full Name**. Enter the extension configured above in the **Extension** field. In this case, the user is “60201”.

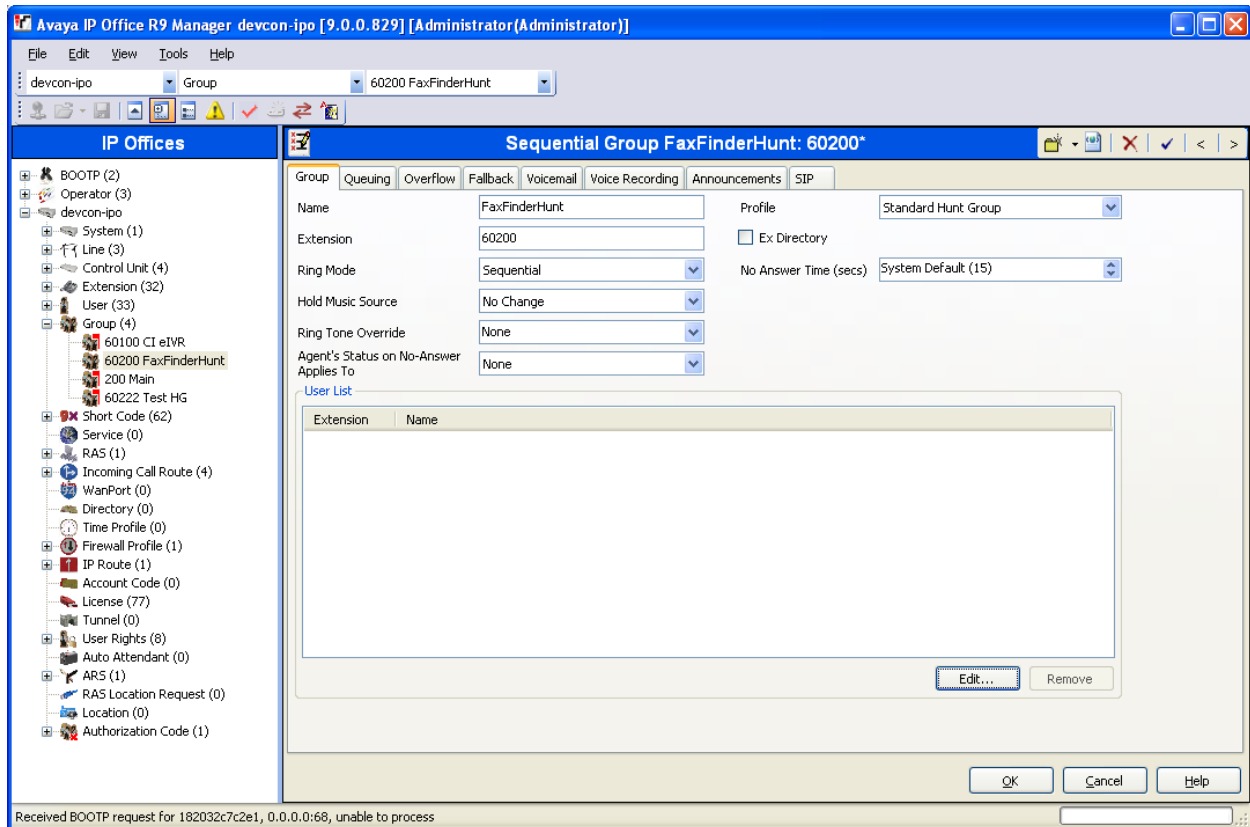
Repeat this section for all analog ports that are physically connected to MultiTech FaxFinder. In the compliance testing, two analog ports with extensions “60201” and “60202” were used.



## 5.2. Administer Fax Hunt Group

From the configuration tree in the left pane, right-click on **Group** 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 corresponding 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 | Hunt Group | 60200 FaxFinderHunt - Select Members**

**Filters**

Extn Name  Extn Number

Available Users ( 31/31 )

Name	Extn
Extn204	204
Extn205	205
Extn206	206
Extn207	207
Extn208	208
Extn60000	60000
Extn60001	60001
Extn60002	60002
Extn60003	60003
Extn60004	60004
Extn60005	60005
Extn60006	60006
Extn60007	60007
Extn60008	60008
Extn60009	60009
Extn60010	60010
Extn60011	60011
Extn60012	60012
Extn60013	60013
Extn60014	60014
Extn60015	60015
Extn60016	60016
Extn60017	60017
Extn60020	60020
Fax60300	60300
Fax60301	60301
FaxPort1	60201
FaxPort2	60202
FaxPort3	60203

↑

Add Before

Add After

Append

Remove

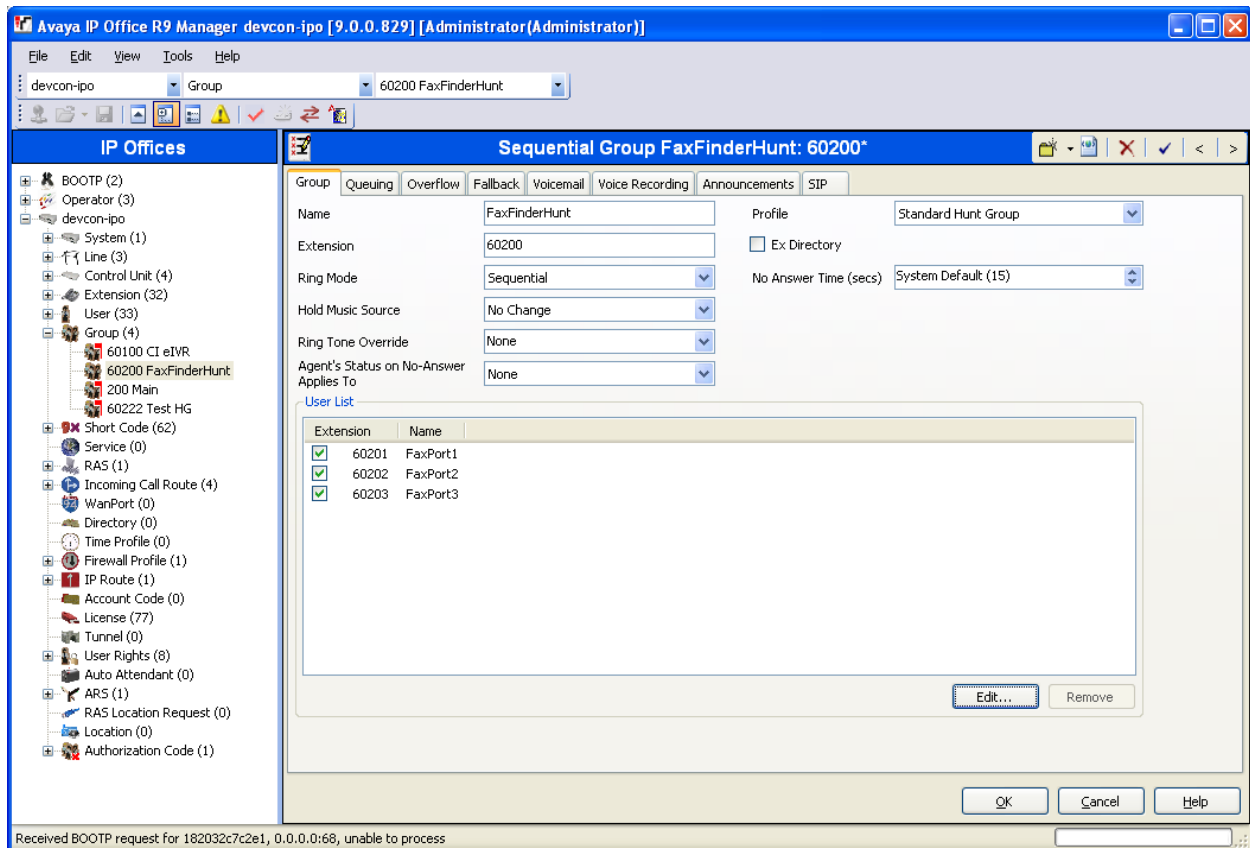
↓

Members ( 3/3 )

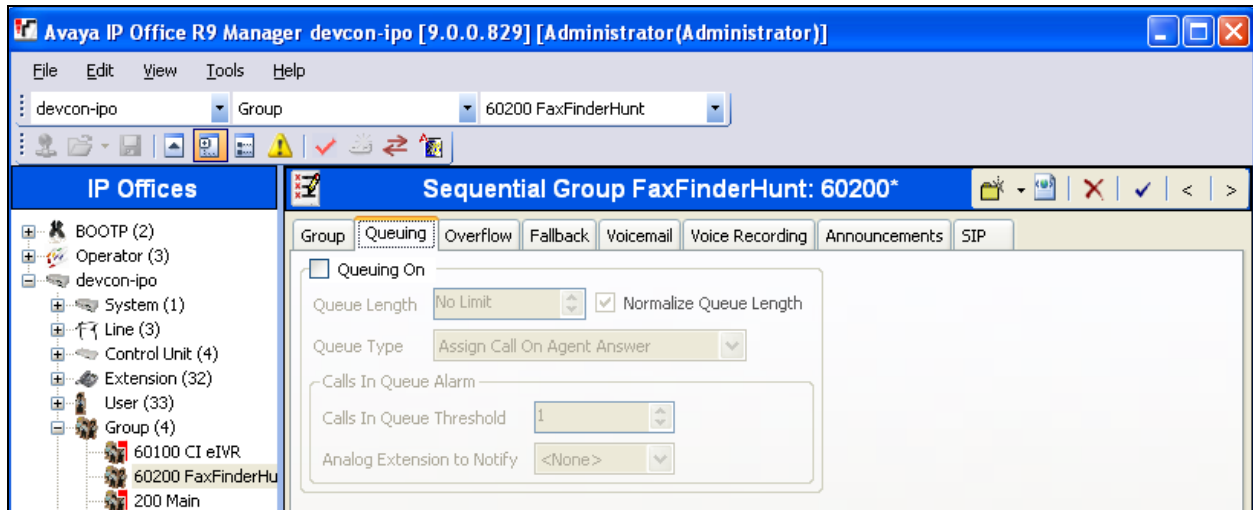
Order	Enabled	Name	Extn
1	<input checked="" type="checkbox"/>	FaxPort1	60201
2	<input checked="" type="checkbox"/>	FaxPort2	60202
3	<input checked="" type="checkbox"/>	FaxPort3	60203

OK Cancel Help

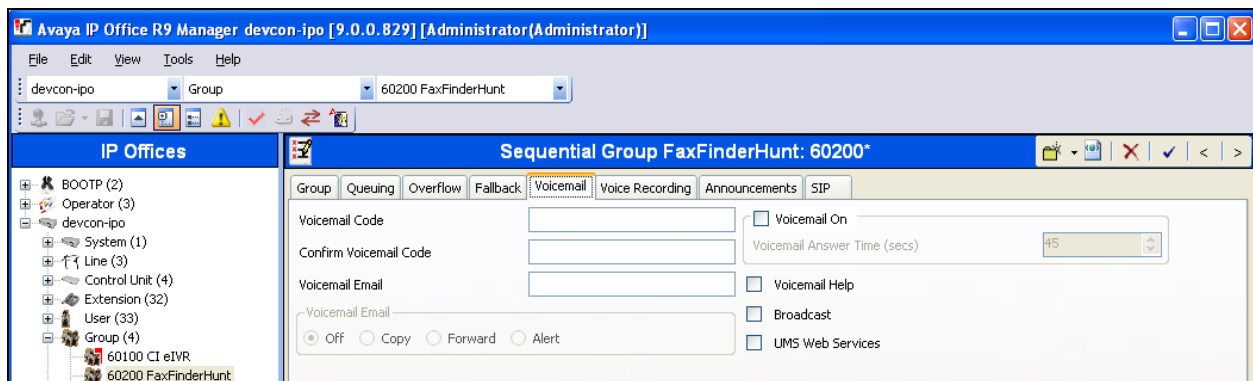
The **Sequential Group** screen is displayed and updated with the selected members.



Select the **Queuing** tab and disable **Queuing On** as shown below.

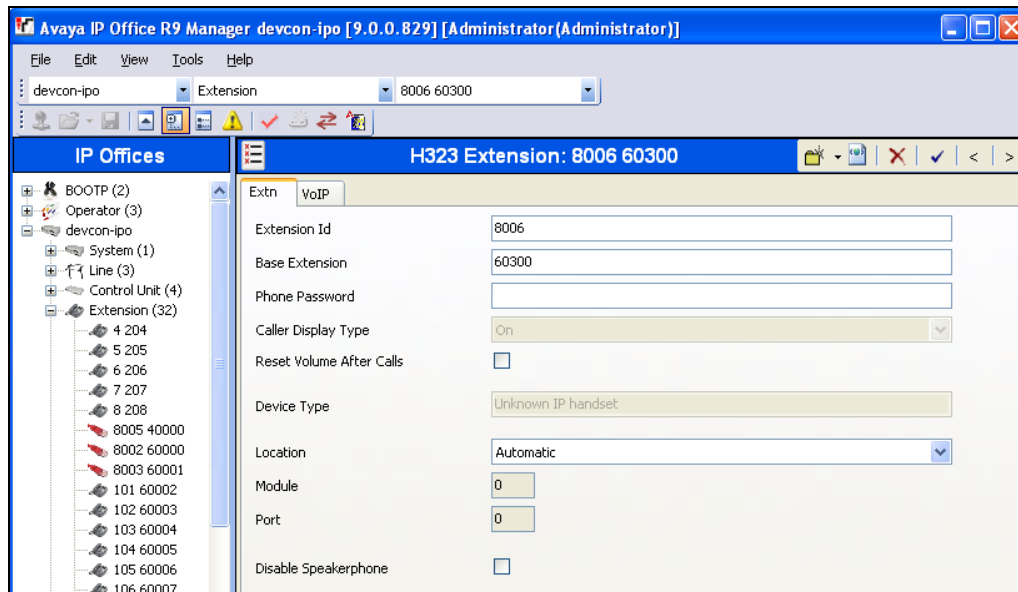


Select the **Voicemail** tab, and verify that **Voicemail On** and **Voicemail Email** are disabled as shown below.

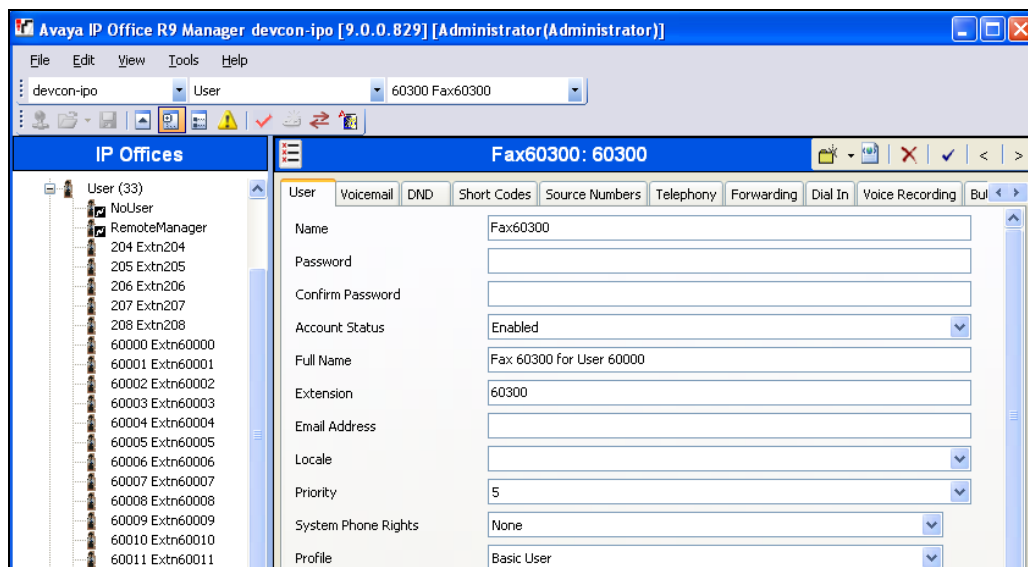


### 5.3. Administer Virtual Fax Users

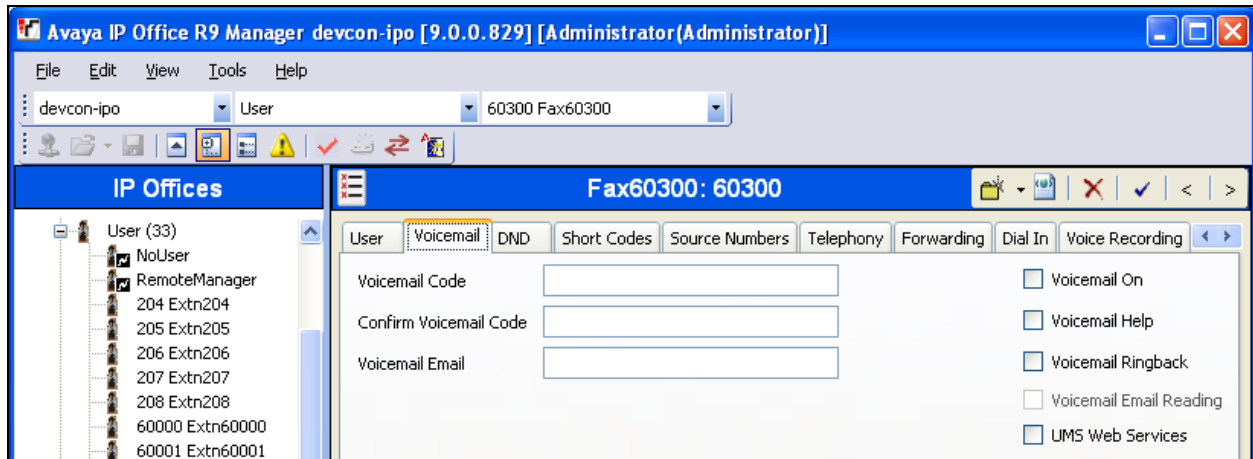
For every IP Office user who desires to use MultiTech FaxFinder with a personal identifiable fax number, a virtual fax extension and user needs to be created. From the configuration tree in the left pane, right-click on **Extension** and select **New → H323 Extension**. The **H323 Extension** screen is displayed. Enter the desired **Base Extension**, in this case “60300”.



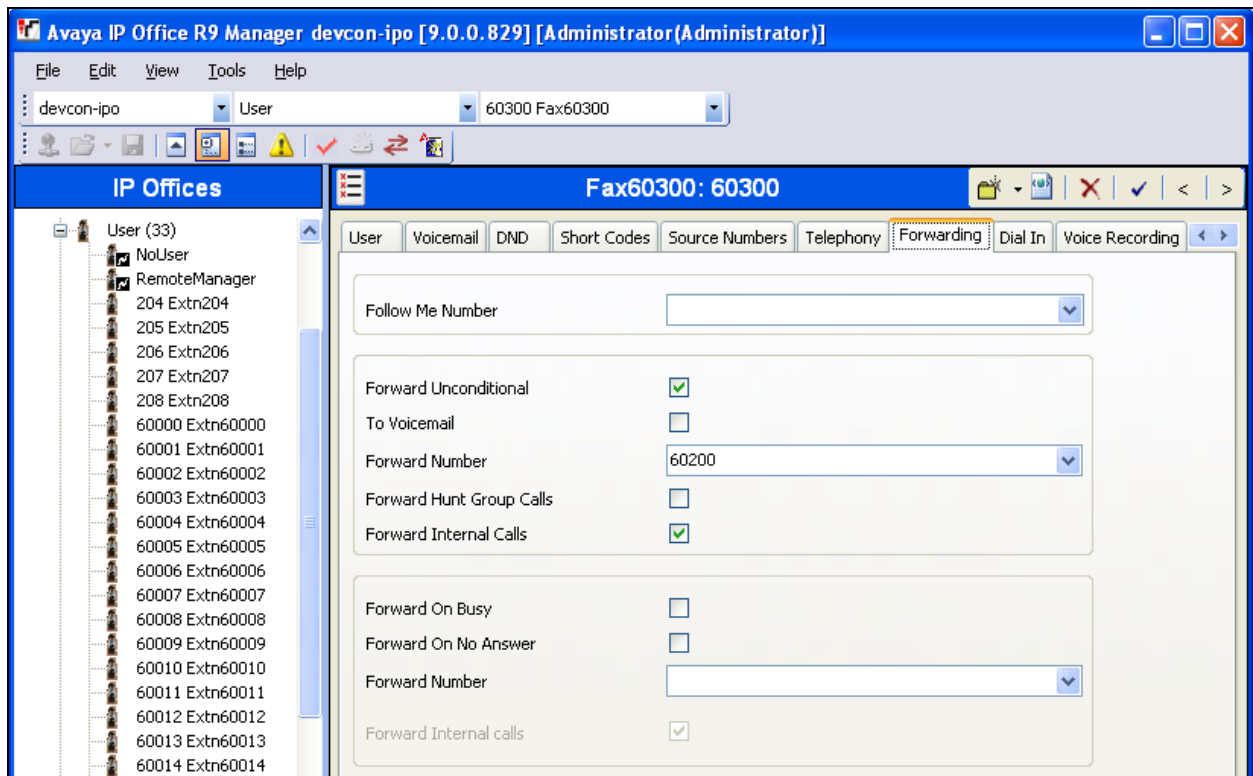
From the configuration tree in the left pane, right-click on **User**, and select **New**. The **User** screen is displayed. Select the **User** tab. Enter a descriptive **Name** and **Full Name**. For **Extension**, enter the base extension number configured above (e.g., “60300”).



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. Set the **Forward Number** to the fax hunt group extension configure in **Section 5.2**.



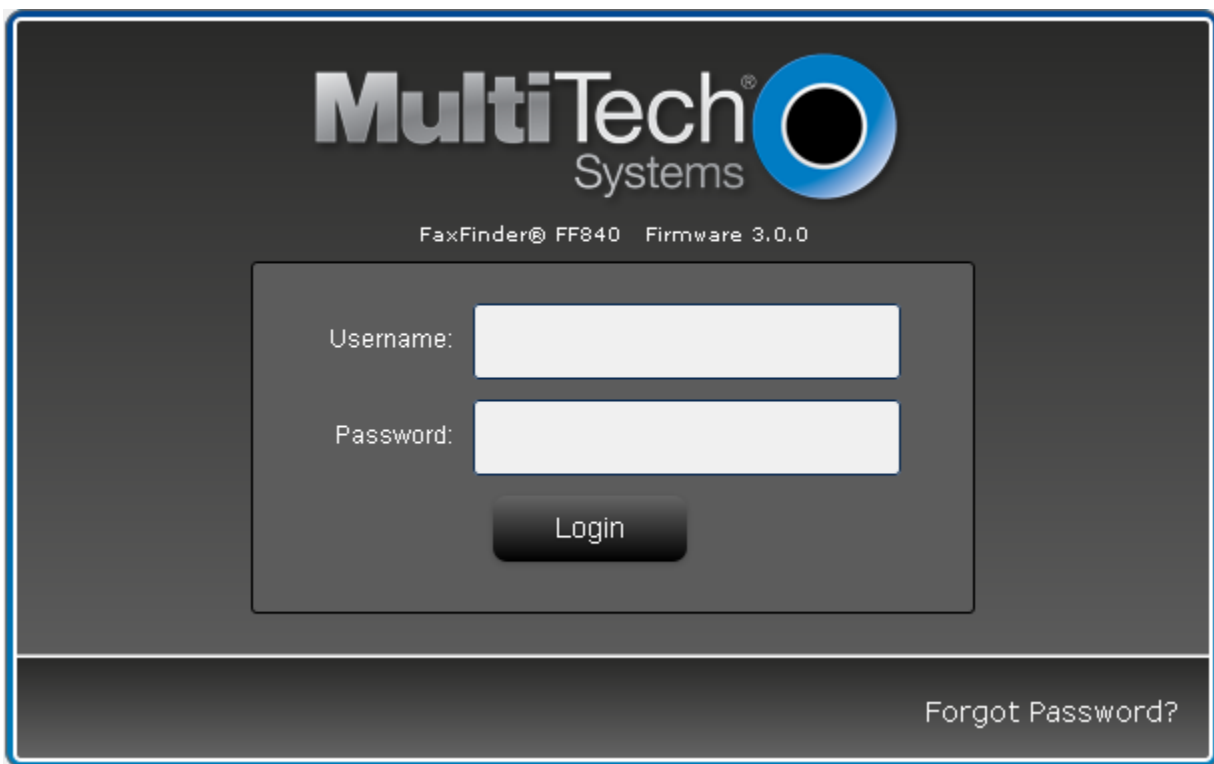
## 6. Configure MultiTech FaxFinder FFX40

This section provides the procedures for configuring 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 FaxFinder. The **Login** screen below is displayed. Log in using the appropriate credentials.



The image shows the login interface for MultiTech Systems FaxFinder. At the top, the MultiTech Systems logo is displayed, consisting of the text "MultiTech" in a bold, sans-serif font, with "Systems" in a smaller font below it, and a blue circular icon to the right. Below the logo, the text "FaxFinder® FF840 Firmware 3.0.0" is visible. The main part of the interface is a dark gray box 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. In the bottom right corner of the interface, there is a link that says "Forgot Password?".

The screen below is displayed next.

MultiTech Systems

FaxFinder® FF840 +16  
FF840 Firmware 3.0.0

Logged In: admin  
Logout

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

FaxFinder® FF840 - SN 16682073  
Web Management - Version 3.0.0

Multi-Tech Systems  
2205 Woodale Drive  
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](#)

[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® FF840 +16  
FF840 Firmware 3.0.0

Logged In: admin  
Logout

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

Network Configuration ?

Hostname:  Default Gateway:   
Description:   
IP Address:  Primary DNS:   
Subnet Mask:  Secondary DNS:   
[Save](#)

### 6.3. Administer Modem

Under **Fax Configuration** in the left pane, select **Modem**. The **Modem Configurations** screen is displayed as shown below. Select the ports to configure by selecting the checkbox associated with the port and click **Edit Selected**.

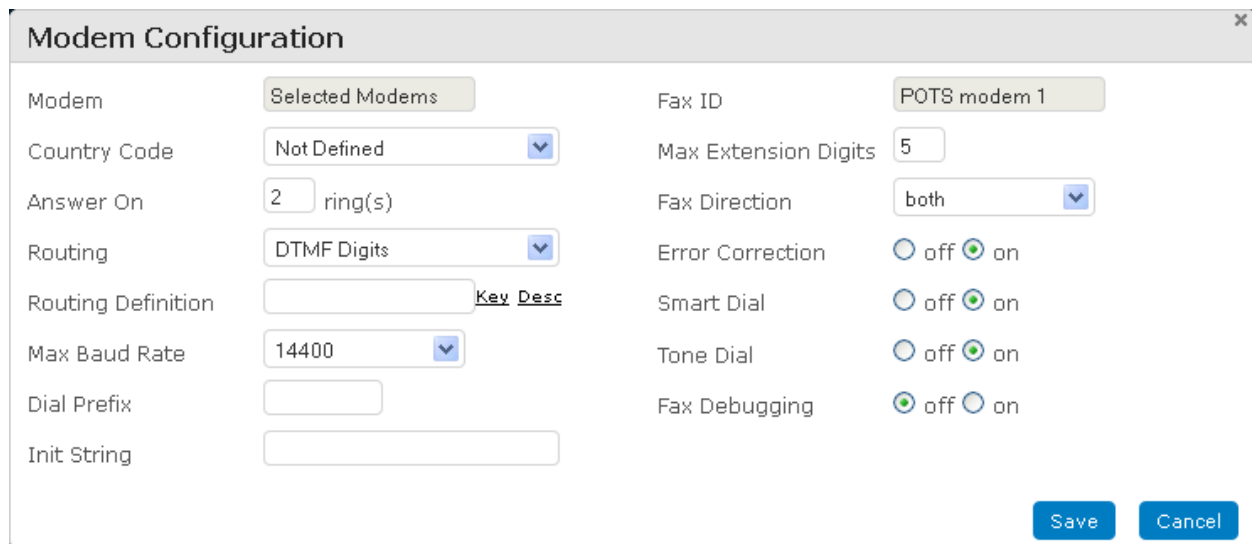
The screenshot displays the MultiTech Systems FaxFinder® FF840 +16 web interface. The top header shows the device name and firmware version (FF840 Firmware 3.0.0) and the user is logged in as 'admin'. The left sidebar contains navigation buttons: Home, Status & Logs, System Configuration, Fax Configuration (selected), Users, Contacts, Send Fax, and Logout. Under 'Fax Configuration', 'Modem' is selected, showing sub-options: Inbound Routing, Outbound, Outbound Approval, Cover Pages, Store & Forward (T.37), and Fax Log. The main content area is titled 'Modem Configurations' and features an 'Edit Selected' button. It contains a table with 13 rows of modem configurations. Each row has a checkbox, a '#' column, a 'Port' column, a 'Fax ID' column, and columns for 'Rings', 'Max Ext', 'Routing', 'Max Baud', and 'Direction'. All checkboxes are checked, and all configurations are identical: 2 rings, 5 max extension, dtmf routing, 14400 max baud, and both directions.

<input checked="" type="checkbox"/>	#	Port	Fax ID	Rings	Max Ext	Routing	Max Baud	Direction
<input checked="" type="checkbox"/>	1	1:1	POTS modem 1	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	2	1:2	POTS modem 2	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	3	1:3	POTS modem 3	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	4	1:4	POTS modem 4	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	5	1:5	POTS modem 5	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	6	1:6	POTS modem 6	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	7	1:7	POTS modem 7	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	8	1:8	POTS modem 8	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	9	2:1	POTS modem 9	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	10	2:2	POTS modem 10	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	11	2:3	POTS modem 11	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	12	2:4	POTS modem 12	2	5	dtmf	14400	both
<input checked="" type="checkbox"/>	13	2:5	POTS modem 13	2	5	dtmf	14400	both



In the **Modem Configuration** screen shown below, enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Routing:** “DTMF Digits”
- **Fax ID:** Enter a descriptive name.
- **Max Extension Digits:** Enter number of digits for the virtual fax numbers from **Section 5.1**.
- **FaxDirection:** Specify whether the modem will be used for incoming and outgoing Fax calls.
- **Max Baud Rate:** Specify the maximum baud rate for fax calls using this modem.  
Testing was performed with a baud rate from 2400 to 14400.



The image shows a 'Modem Configuration' dialog box with a title bar and a close button. It contains two columns of settings. The left column includes: 'Modem' (Selected Modems), 'Country Code' (Not Defined), 'Answer On' (2 ring(s)), 'Routing' (DTMF Digits), 'Routing Definition' (empty field with a 'Key Desc' link), 'Max Baud Rate' (14400), 'Dial Prefix' (empty field), and 'Init String' (empty field). The right column includes: 'Fax ID' (POTS modem 1), 'Max Extension Digits' (5), 'Fax Direction' (both), 'Error Correction' (off/on), 'Smart Dial' (off/on), 'Tone Dial' (off/on), and 'Fax Debugging' (off/on). At the bottom right are 'Save' and 'Cancel' buttons.

Field	Value
Modem	Selected Modems
Country Code	Not Defined
Answer On	2 ring(s)
Routing	DTMF Digits
Routing Definition	
Max Baud Rate	14400
Dial Prefix	
Init String	
Fax ID	POTS modem 1
Max Extension Digits	5
Fax Direction	both
Error Correction	off on
Smart Dial	off on
Tone Dial	off on
Fax Debugging	off on

## 6.4. Administer Network 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 screenshot shows the MultiTech Systems FaxFinder® FF840 +16 web interface. The left sidebar contains the following menu items: Home, Status & Logs, System Configuration (selected), Network, SMTP, Time, Printer, SFTP, Shares (highlighted), and Certificates. The main content area is titled 'Shares' and contains two sections: 'Shared Resources' with a 'Domain/Workgroup' field set to 'WORKGROUP' and a 'Save' button; and 'Network Shares' with an 'Add' button and the text 'There are no Network Shares'.

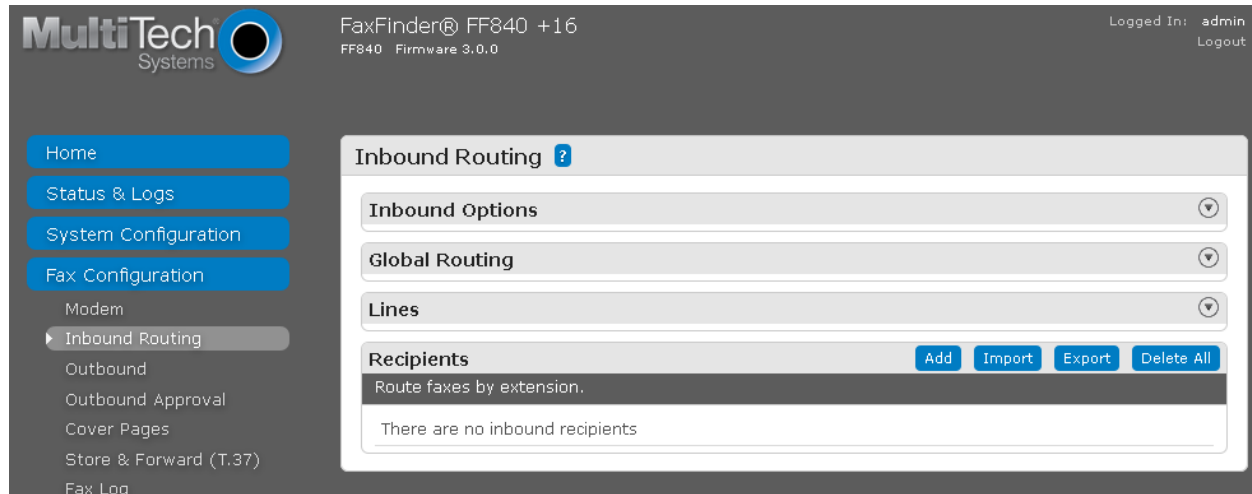
The **Add Network Share** screen is displayed. For **UNC / Location**, enter the path to the shared location. Enter appropriate credentials for **Username**, **Password** and **Confirm Password**. Note that this location must allow network sharing so that other users can write to it.

The 'Add Network Share' dialog box contains the following fields and buttons:

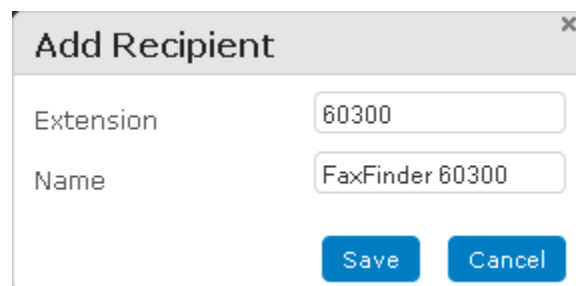
- UNC / Location:** /192.168.100.250/Faxes
- Username:** Administrator
- Password:** Masked with dots
- Confirm Password:** Masked with dots
- Buttons:** Save, Cancel

## 6.5. Administer Inbound Routing Recipients

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



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



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

MultiTech Systems FaxFinder@ FF840 +16  
FF840 Firmware 3.0.0  
Logged In: admin  
Logout

Home  
Status & Logs  
System Configuration  
Fax Configuration  
Modem  
Inbound Routing  
Outbound  
Outbound Approval  
Cover Pages  
Store & Forward (T.37)  
Fax Log

**Edit Recipient (Extension 60300)**

Extension: 60300  
Name: FaxFinder 60300  
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/Fax60300`. Repeat this section to add an inbound routing recipient for each fax user.

MultiTech Systems FaxFinder@ FF840 +16  
FF840 Firmware 3.0.0  
Logged In: admin  
Logout

Home  
Status & Logs  
System Configuration  
Fax Configuration  
Modem  
Inbound Routing  
Outbound  
Outbound Approval  
Cover Pages  
Store & Forward (T.37)  
Fax Log

**Add Destination (Extension 60300)**

Destination Type: Share Add  
Enter Share: //192.168.100.250/Faxes/Fax603  
Destinations  
Save Cancel

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

MultiTech Systems

FaxFinder® FF840 +16  
FF840 Firmware 3.0.0

Logged In: admin  
Logout

Home  
Status & Logs  
System Configuration  
Fax Configuration  
Modem  
Inbound Routing  
Outbound  
Outbound Approval  
Cover Pages  
Store & Forward (T.37)  
Fax Log  
Users  
Contacts  
Send Fax  
Logout

### Inbound Routing ?

Inbound Options

Global Routing

Lines

#### Recipients

Route faxes by extension.

Extension	Name	Fax Destinations	
60300	FaxFinder 60300	Share: //192.168.100.250/Faxes/Fax60300	
60301	FaxFinder 60301	Share: //192.168.100.250/Faxes/Fax60301	

5 10 25 50

Displaying 1 - 2 of 2

## 6.6. Administer Users

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

The screenshot shows the MultiTech Systems FaxFinder@ FF840 +16 interface. The left sidebar contains navigation buttons: Home, Status & Logs, System Configuration, Fax Configuration, Users, FaxFinder Users (selected), User Options, and Contacts. The main content area is titled 'FaxFinder Users' and includes buttons for Add, Import, Export, and Delete All. Below the title is a table with columns: Full Name, Username, Email, Phone, Fax, and Organization. The table contains one entry for 'Administrator' with username 'admin'. Below the table, there are checkboxes for 'Include Cover Page: No' and 'Default Cover Page: None'. At the bottom, there are pagination controls showing '5', '10', '25', '50' and a status '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.

The screenshot shows the 'Add FaxFinder User' screen. The left sidebar is the same as the previous screenshot. The main content area is titled 'Add FaxFinder User' and contains several form fields. On the left side of the form: Username (Fax60300), Full Name (FaxFinder 60300), Password (masked with dots), Confirm Password (masked with dots), and Email (empty). On the right side: Include Cover Page (checkbox), Default Cover Page (dropdown menu showing mts\_template1.pdf), Phone Number (732-956-0000), Fax Number (732-956-0300), and Organization (empty). Below these fields is a section titled 'Default Send Fax Options (Web)' with Max Attempts (3), Fax Priority (Medium dropdown), Retry Interval (300 secs), Email Fax Receipt (failure dropdown), and Fax Attachment with Receipt (PDF dropdown). At the bottom is a section titled 'Create Inbound Routing Recipient' with a checkbox for 'Add Route' and a text field for 'Fax Extension'. At the very bottom right are 'Save' and 'Cancel' buttons.

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@ FF840 +16 web interface. The top header shows the MultiTech Systems logo, the device model and firmware (FaxFinder@ FF840 +16, FF840 Firmware 3.0.0), and the user status (Logged In: admin, Logout). A left sidebar contains navigation buttons: Home, Status & Logs, System Configuration, Fax Configuration, Users (selected), FaxFinder Users (sub-selected), User Options, Contacts, Send Fax, and Logout. The main content area is titled 'FaxFinder Users' with a help icon and action buttons (Add, Import, Export, Delete All). Below the title is a subtitle 'Users for logging into the FaxFinder and sending faxes.' and a table with columns: Full Name, Username, Email, Phone, Fax, and Organization. The table lists three users: Administrator (username: admin), FaxFinder 60300 (username: Fax60300, phone: 732-956-0000, fax: 732-956-0300), and FaxFinder 60301 (username: Fax60301, phone: 732-956-0001, fax: 732-956-0301). Each user row has edit and delete icons. At the bottom of the table, there are pagination controls (5, 10, 25, 50) and a status bar indicating 'Displaying 1 - 3 of 3'.

Full Name	Username	Email	Phone	Fax	Organization
<a href="#">Administrator</a>	admin				
<a href="#">FaxFinder 60300</a>	Fax60300		732-956-0000	732-956-0300	
<a href="#">FaxFinder 60301</a>	Fax60301		732-956-0001	732-956-0301	

## 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 FFx40

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 Systems FaxFinder@ FF840 +16 web interface. The top header includes the MultiTech logo, the device name 'FaxFinder@ FF840 +16', the firmware version 'FF840 Firmware 3.0.0', and the login status 'Logged In: Fax60300 Logout'. A left sidebar contains navigation links: Home, Status & Logs, User, Contacts, Send Fax (highlighted), and Logout. The main content area is titled 'Send Fax' and is divided into two sections. The 'Sender Information' section contains fields for Name (FaxFinder 60300), Organization, Phone Number (732-956-0000), Fax Number (732-956-0300), and Email Address. The 'Recipient Information' section includes a 'Find Recipient' dropdown (set to 'Enter Recipient Info'), a 'Contact/Group' dropdown (set to 'Select Contact/Group'), and fields for Name (FaxFinder 60301), Organization/Description, Fax Number (60301), 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. Click **Send Fax**.

MultiTech  
Systems

FaxFinder® FF840 +16

FF840 Firmware 3.0.0

Logged In: Fax60300  
Logout

Home

Status & Logs

User

Contacts

Send Fax

Logout

Send Fax ?

Sender Information

Recipient Information

Recipients

Name	Organization/Description	Fax	Phone
------	--------------------------	-----	-------

Cover Page Information

Include cover page with this fax? ☒ Yes ☐ No

Select Cover Page 

mts\_template1.pdf

Subject 

This is a test fax.

Comments 

Please review the attached test fax.

Attachments

.txt, .tif, .tiff, .pdf or .ps files

Attachment 

C:\Documents and Settings\root\Desktop\Faxes\Fax1.pdf


Browse...

Add Another Attachment

Options

Send Fax

Under **Status & Logs**, select **Fax Status** to display the screen below. In the **Modem Status** section, verify that there is a channel(s) in use by checking the **State**.





























FaxFinder® FF840 +16  
FF840 Firmware 3.0.0

Logged In: admin  
Logout

Home
Status & Logs
System Status
Fax Status
Mail Queue
Mail Log
Inbound Fax Log
Outbound Fax Log
Call Log
System Configuration
Fax Configuration
Users
Contacts
Send Fax
Logout

### Fax Status ?

#### Modem Status

#	Port	State	Page	Connect Time	Fax	
1	1:1	Post Page Processing	1	02/24/2014 11:17:47 AM	60301	 
2	1:2	Waiting For Ring	0			 
3	1:3	Waiting For Ring	0			 
4	1:4	Waiting For Ring	0			 
5	1:5	Waiting For Ring	0			 
6	1:6	Waiting For Ring	0			 
7	1:7	Waiting For Ring	0			 
8	1:8	Waiting For Ring	0			 
9	2:1	Receiving Page 1	0	02/24/2014 11:17:49 AM	60301	 
10	2:2	Waiting For Ring	0			 
11	2:3	Waiting For Ring	0			 
12	2:4	Waiting For Ring	0			 
13	2:5	Waiting For Ring	0			 

Last updated: 11:10:11

#### Inbound Fax Status

State	Start Time	Line	Fax	Recipient	Remote ID	Recv'd
There is no Inbound Fax activity at this time						

#### Outbound Fax Status

<input type="checkbox"/>	State	Created At	Scheduled For	Sender	Fax Details
There is no Outbound Fax activity at this time					

☐ Auto Refresh

Last updated: 11:08:34

## 7.2. Verify Avaya IP Office

From the **Avaya IP Office R9 Manager** screen shown in **Section 5**, 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 **Extensions** in the left pane and select the analog line from **Section 5.1**, in this case “60201”.

Verify that the **Current State** of the extension is “Connected”.

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 (10)
- Extensions (10)
  - 204
  - 205
  - 206
  - 207
  - 208
  - 60000
  - 60001
  - 60201
  - 60202
  - 60203
- Trunks (3)
- Active Calls
- Resources
- Voicemail
- IP Networking
  - Locations

#### Extension Status

Extension Number:	60201
Slot:	1
Port:	1
Active Location:	None
Telephone Type:	POT (CLI DTMFF)
Current User Extension Number:	60201
Current User Name:	FaxPort1
Forwarding:	Off
Trinning:	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:	
Remote Media Address:	

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
1	Connected	00:00:44		Outgoing	Extn 60202, FaxPort2

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

11:11:11 AM Online

## 8. Conclusion

These Application Notes describe the configuration steps required to integrate the MultiTech FaxFinder FFX40 and a FaxFinder FFEX16 Expansion Module with Avaya IP Office using analog ports. 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® FFX40 Administrator User Guide*, available at <https://support.multitech.com>.

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