



Avaya Solution & Interoperability Test Lab

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 fax. The FaxFinder FF240 was used in the compliance test.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in Section 2.1 as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

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 fax. The FaxFinder FF240 which provides two built-in 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 FFX40. 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

The feature test cases were performed manually. Internal and external fax calls to and from MultiTech FaxFinder FFX40 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.

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

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying the following with MultiTech FaxFinder FFX40:

- Proper handling of faxes via analog ports, including send/receive, internal fax, external fax over ISDN (PRI) trunk and SIP trunk, 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 were executed and passed.

2.3. Support

Technical support on MultiTech FaxFinder FFX40 can be obtained via phone or MultiTech support website.

- **Phone:** 763-717-5863 or 800-972-2439
- **Web:** <https://support.multitech.com>

3. Reference Configuration

In the compliance testing, the Avaya IP Office Server Edition system consists of Avaya IP Office Primary Linux running on Virtualized Environment and a 500V2 Expansion. The IPO Primary was configured to connect to PSTN via a SIP trunk while the 500V2 Expansion connected to PSTN via a PRI trunk, IPO Primary and 500V2 Expansion is communicated by Small Community Network (SCN) IP Office Line. The following are typical scenarios verified during the compliance test:

- Bi-directional faxes between FaxFinder FF240 analog ports.
- Bi-directional faxed between FaxFinder FF240 server and the fax endpoint that connected to an analog port in the IPO 500V2 Expansion.
- Bi-directional faxes between FaxFinder FF240 server and PSTN fax endpoint via SIP trunk.
- Bi-directional faxes between FaxFinder FF240 server and PSTN fax endpoint via PRI trunk.

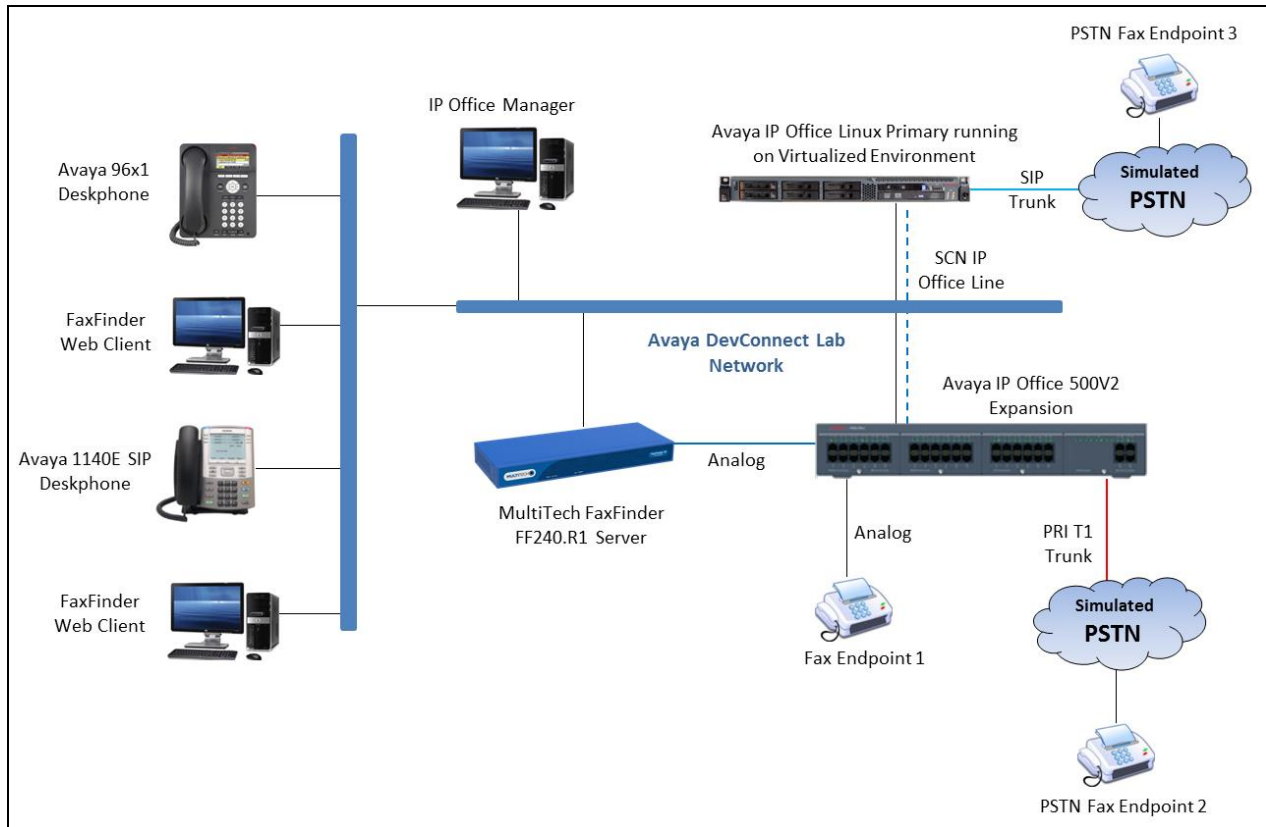


Figure 1: MultiTech FaxFinder FF240 with Avaya IP Office Server Edition using Analog Ports

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office Primary Linux running on Virtualized Environment	10.0.0.1 Build 53
Avaya IP Office 500V2 Expansion	10.0.0.1 Build 53
Avaya 96x1 Series IP Deskphones (H.323)	6.6229
Avaya 1140E SIP Deskphones	4.04.23
HP Super G3 Fax Machine	-
MultiTech FaxFinder FF240	3.5.2

5. Configure Avaya IP Office

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

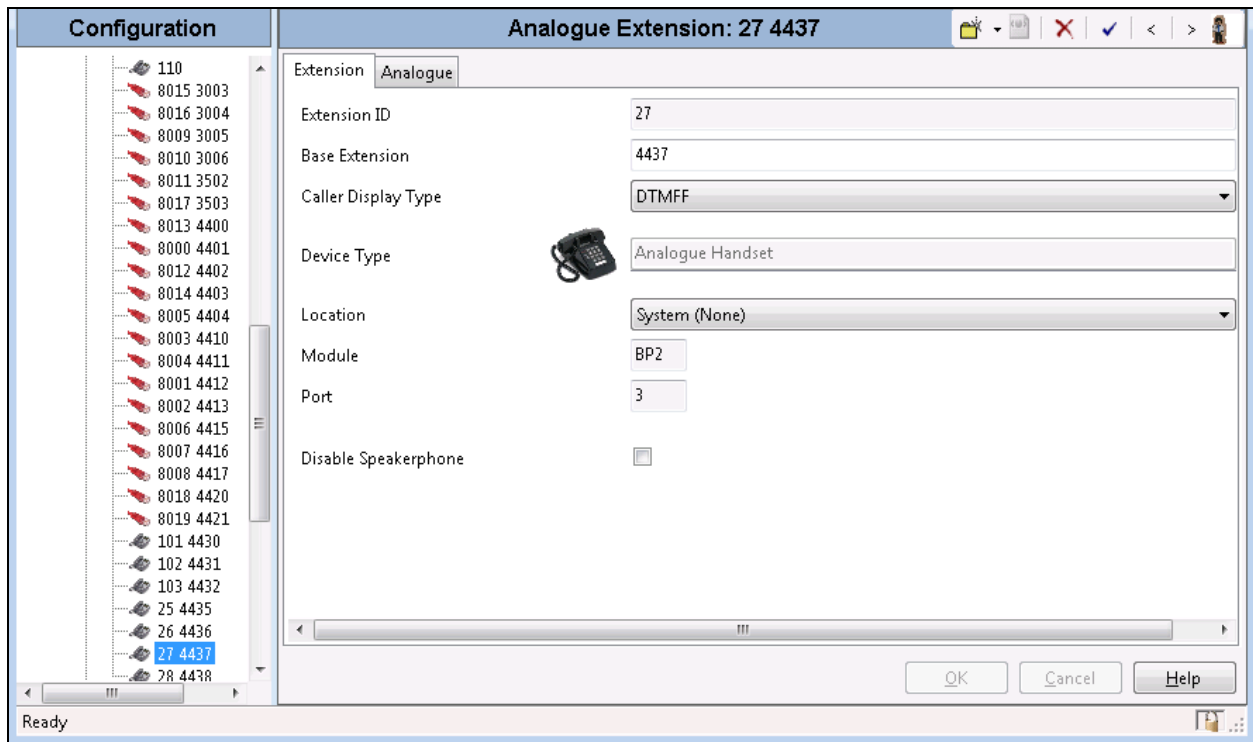
- Administer Physical Fax Ports
- Administer Fax Hunt Group
- Administer Virtual Fax Users

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 correct IP Office system and log in with the appropriate credentials.

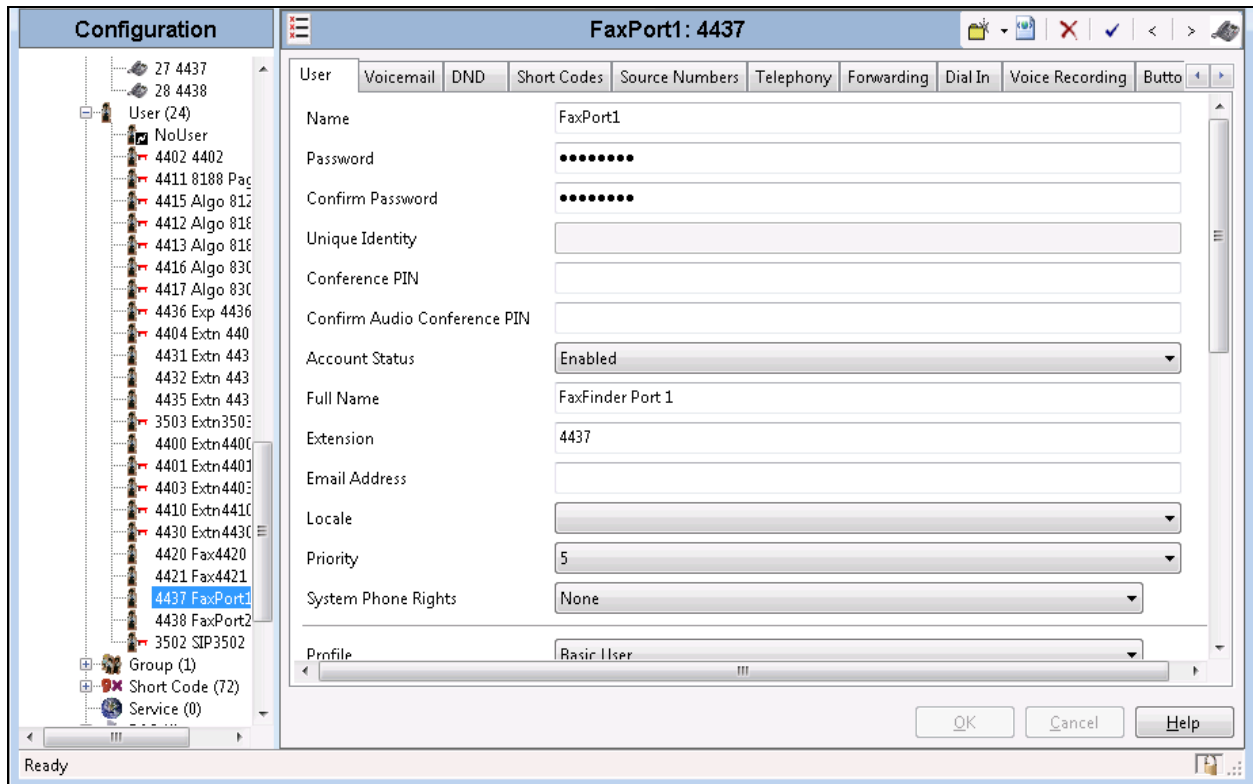
The **Avaya IP Office R10 Manager** screen is displayed. From the configuration tree in the left pane, right-click on **Extension** to enter a new extension for the first analog port connected to MultiTech FaxFinder.

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 “4437”. In **Caller Display Type**, select “DTMFF” from the drop-down list, to enable the called number to be outpulsed 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 “4437”.

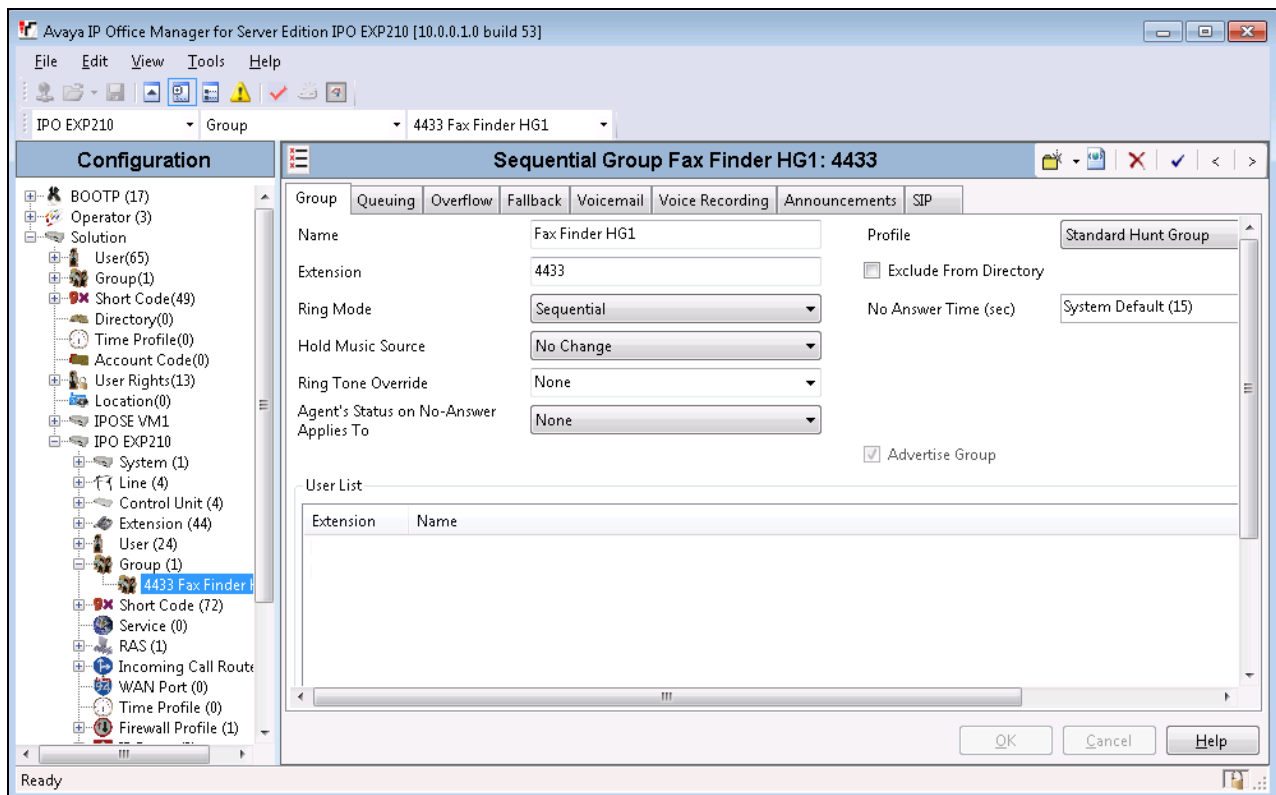
Repeat this section for all analog ports that are physically connected to MultiTech FaxFinder. In the compliance testing, two analog ports with extensions “4437” and “4438” were used.



5.2. Administer Fax Hunt Group

From the configuration tree in the left pane, right-click on **HuntGroup** and select **New** from the pop-up list to add a new hunt group. In the Group tab enter the 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 **Extension** values that correspond 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 | 4433 Fax Finder HG1 - Select Members

Filters

Extension Name Extension Number

Available Users (65/65)

Name	Extension
3500	3500
4306	4306
4307	4307
4402	4402
8188 Page	4411
Agent4321	4321
Agent4322	4322
Agent4323	null
Agent4324	4324
Agent4325	4325
Agent4326	4326
Agent4327	4327
Agent4328	4328
Agent4329	4329
Agent4330	4330
Agent4331	4331
Agent4332	4332
Agent4333	4333
Agent4334	4334
Agent4335	4335

Members (2/2)

Order	Enabled	Name	Extension
1	<input checked="" type="checkbox"/>	FaxPort1	4437
2	<input checked="" type="checkbox"/>	FaxPort2	4438

↑

Add Before

Add After

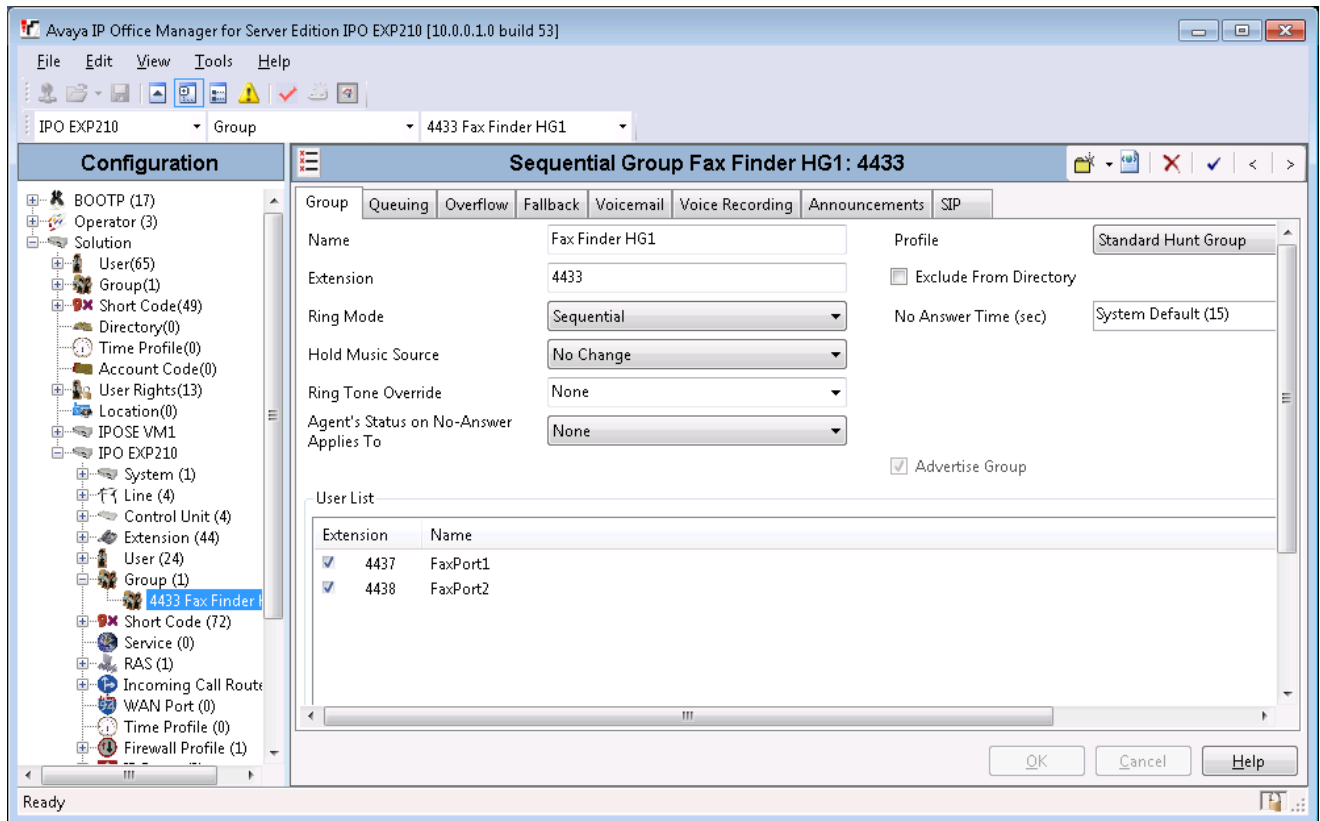
Append

Remove

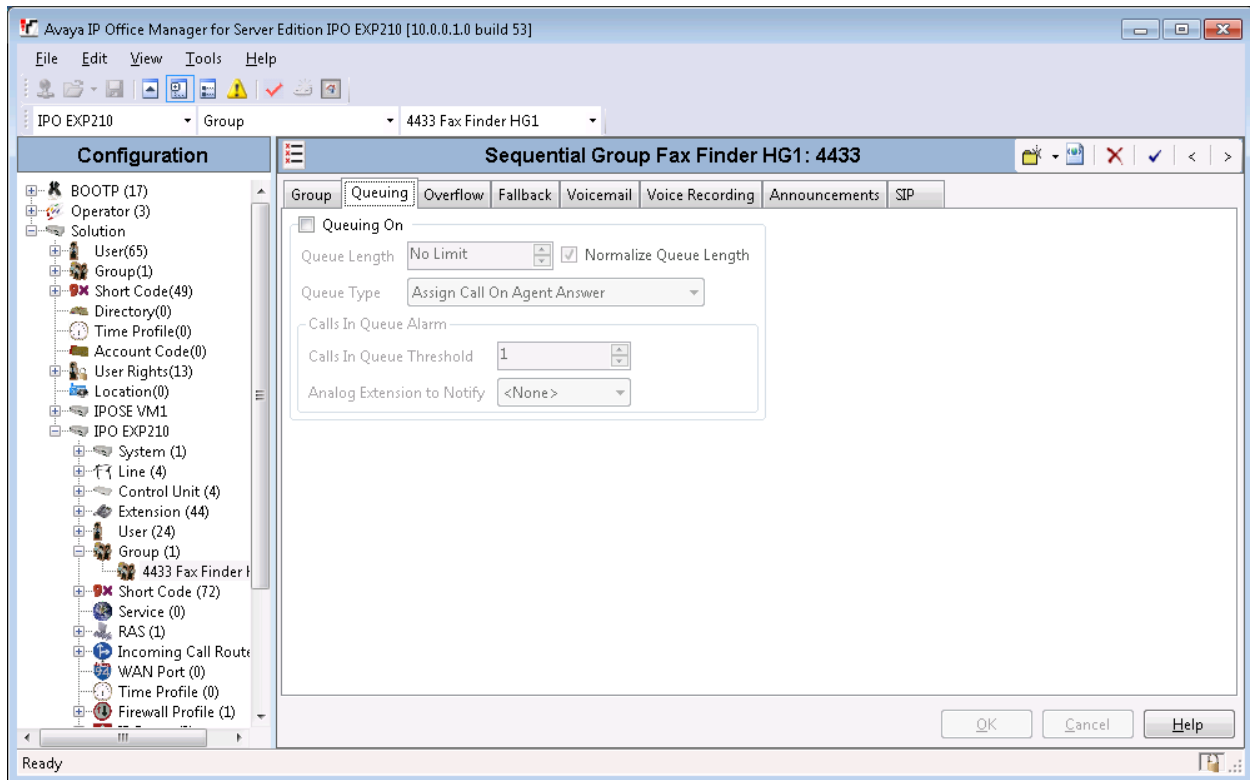
↓

OK Cancel Help

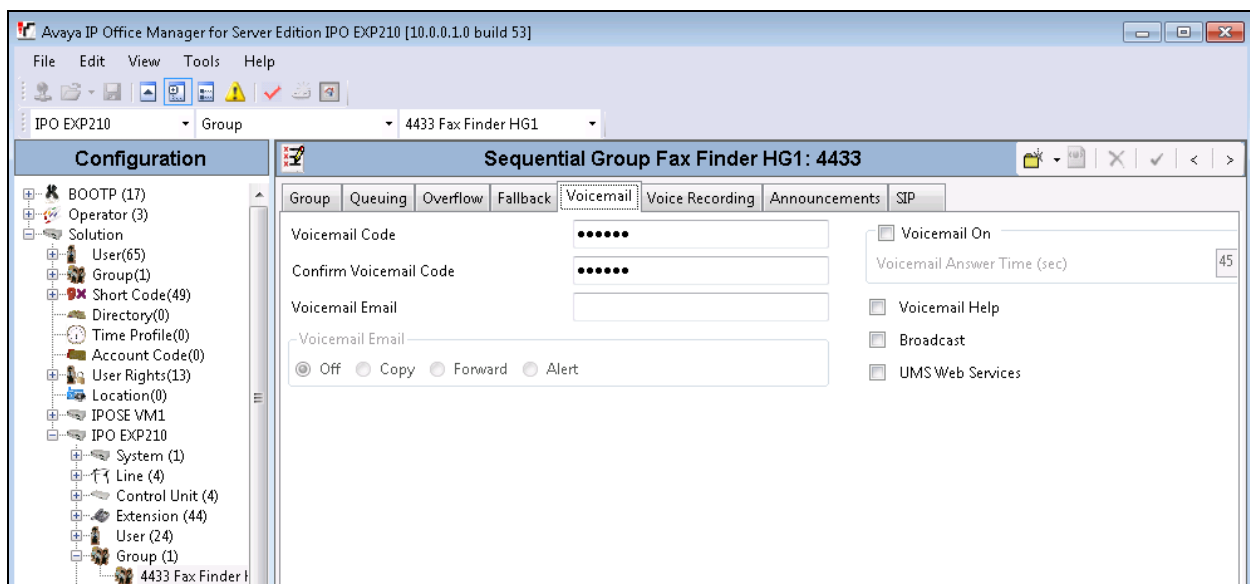
The **Sequential Group** screen is displayed and updated with the selected members.



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. In the **Extension** tab enter the desired **Base Extension**, in this case “4420”. Click OK button to save.

The screenshot shows the 'H.323 Extension: 8018 4420' configuration window. The left pane shows a configuration tree with '8018 4420' selected. The main pane has the 'Extension' tab active. Fields include: Extension ID (8018), Base Extension (4420), Phone Password (masked with dots), Confirm Phone Password (masked with dots), Caller Display Type (On), Reset Volume After Calls (checkbox), Device Type (Unknown IP handset), Location (Automatic), Fallback As Remote Worker (Auto), Module (0), Port (0), and Disable Speakerphone (checkbox). OK, Cancel, and Help buttons are at the bottom right.

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., “4420”). Click OK button to save.

The screenshot shows the 'Fax4420: 4420' configuration window. The left pane shows a configuration tree with '4420 Fax4420' selected. The main pane has the 'User' tab active. Fields include: Name (Fax4420), Password (masked with dots), Confirm Password (masked with dots), Unique Identity, Conference PIN, Confirm Audio Conference PIN, Account Status (Enabled), Full Name (Virtual Fax 4420), Extension (4420), Email Address, Locale, Priority (5), and System Phone Rights (None). OK, Cancel, and Help buttons are at the bottom right.

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

The screenshot shows the 'Fax4420: 4420' configuration window with the 'Voicemail' tab selected. The left sidebar shows a tree view of the configuration hierarchy. The main area contains the following fields and options:

- Voicemail Code**: [Text Field]
- Confirm Voicemail Code**: [Text Field]
- Voicemail Email**: [Text Field]
- Voicemail On**: ☐
- Voicemail Help**: ☐
- Voicemail Ringback**: ☐
- Voicemail Email Reading**: ☐
- UMS Web Services**: ☐
- Enable GMAIL API**: ☐
- Voicemail Email**: [Radio Button Group]
 - ☒ Off
 - ☐ Copy
 - ☐ Forward
 - ☐ Alert

Select the **Forwarding** tab. Check the **Forward Unconditional** field. Set the **Forward Number** to the fax hunt group extension configure in **Section 5.2**.

The screenshot shows the 'Fax4420: 4420' configuration window with the 'Forwarding' tab selected. The left sidebar shows a tree view of the configuration hierarchy. The main area contains the following fields and options:

- Block Forwarding**: ☐
- Follow Me Number**: [Text Field]
- Forward Unconditional**: ☒
- To Voicemail**: ☐
- Forward Number**: [Text Field] (Value: 4433)
- Forward Hunt Group Calls**: ☐
- Forward Internal Calls**: ☒
- Forward On Busy**: ☐
- Forward On No Answer**: ☐
- Forward Number**: [Text Field]

Buttons: OK, Cancel, Help

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

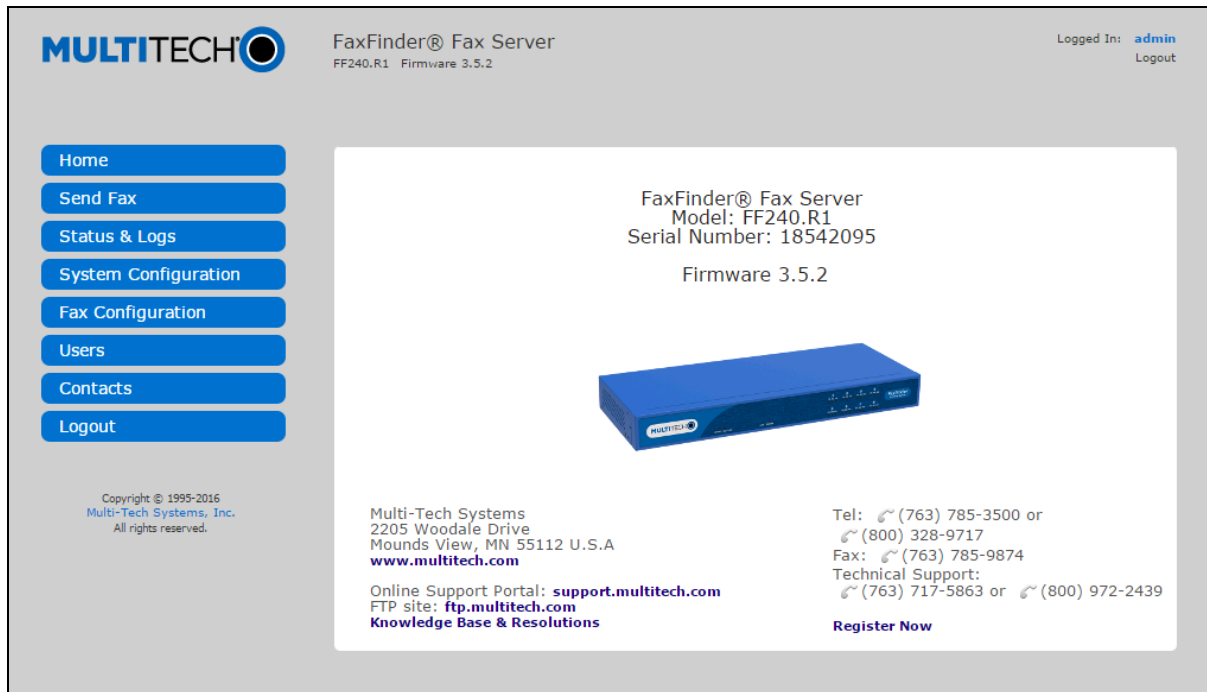
6.1. Launch FaxFinder Web Management

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.



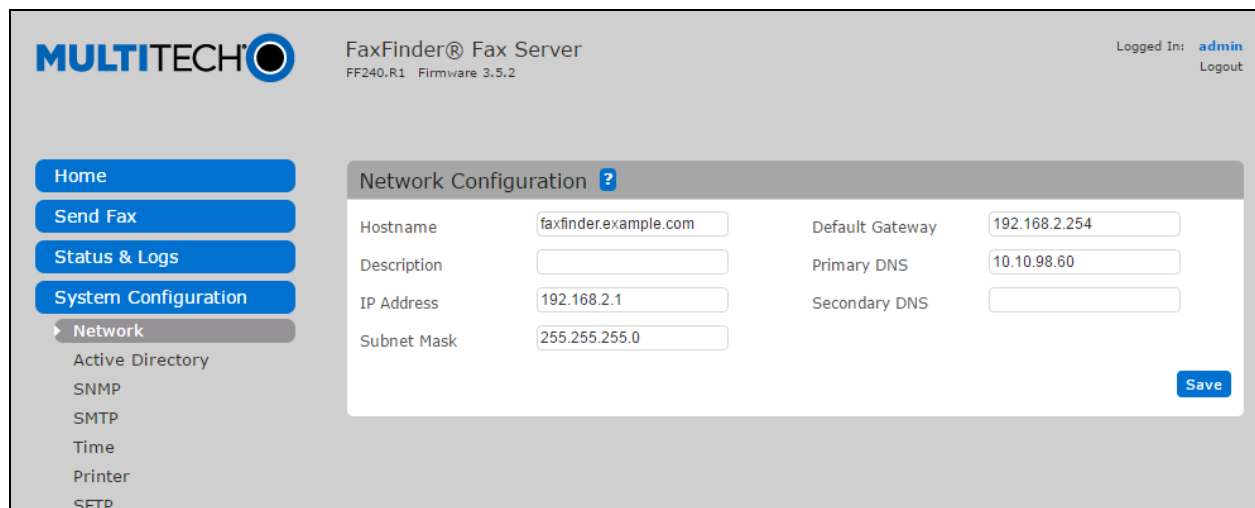
The image shows the login interface for MultiTech FaxFinder v3.5.2. At the top, the MultiTech logo is displayed in blue, followed by the text "FaxFinder® Fax Server v3.5.2". Below this, there is a white rectangular box containing the login fields. The "Username:" label is to the left of a text input field. The "Password:" label is to the left of another text input field. A blue "Login" button is positioned to the right of the password field. In the bottom right corner of the gray background, there is a link that says "Forgot Password?".

The screen below is displayed next.



6.2. Administer Network

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



6.3. Administer Modem

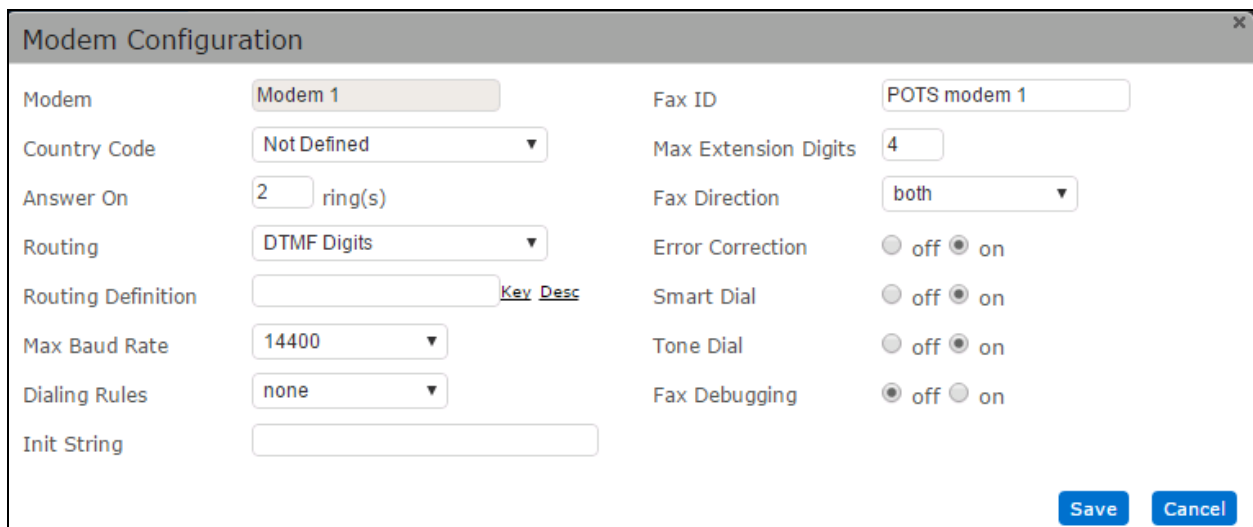
Under **Fax Configuration** in the left pane, select **Modem**. The **Modem Configurations** screen is displayed as shown below. Select the ports to configure by selecting the checkbox associated with the port and click **Edit Selected**.

The screenshot displays the 'Modem Configurations' screen of the FaxFinder® Fax Server. The sidebar on the left contains the following navigation options: Home, Send Fax, Status & Logs, System Configuration, Fax Configuration (selected), Modem (expanded), Dialing Rules, Inbound, Inbound Routing, Outbound, Outbound Approval, Cover Pages, Store & Forward (T.37), Fax Log, Users, Contacts, and Logout. The main panel shows a table with the following columns: #, Port, Fax ID, Rings, Max Ext, Routing, Max Baud, and Direction. There are two rows of configuration data, each with a checkbox in the first column.

<input type="checkbox"/>	#	Port	Fax ID	Rings	Max Ext	Routing	Max Baud	Direction	
<input type="checkbox"/>	1	1:1	POTS modem 1	2	4	dtmf	14400	both	
<input type="checkbox"/>	2	1:2	POTS modem 2	2	4	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.

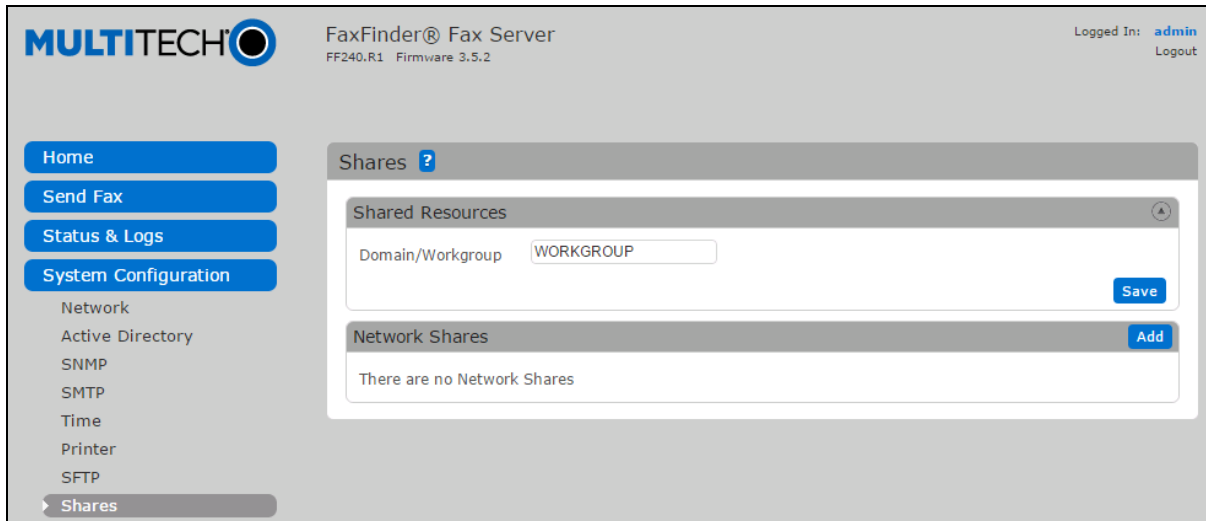


The image shows a 'Modem Configuration' dialog box with a title bar and a close button. It contains two columns of settings. The left column includes fields for Modem, Country Code, Answer On, Routing, Routing Definition, Max Baud Rate, Dialing Rules, and Init String. The right column includes fields for Fax ID, Max Extension Digits, Fax Direction, Error Correction, Smart Dial, Tone Dial, and Fax Debugging. Each field has a default value or a set of radio buttons. At the bottom right, there are 'Save' and 'Cancel' buttons.

Field	Value
Modem	Modem 1
Country Code	Not Defined
Answer On	2 ring(s)
Routing	DTMF Digits
Routing Definition	
Max Baud Rate	14400
Dialing Rules	none
Init String	
Fax ID	POTS modem 1
Max Extension Digits	4
Fax Direction	both
Error Correction	off on
Smart Dial	off on
Tone Dial	off on
Fax Debugging	off on

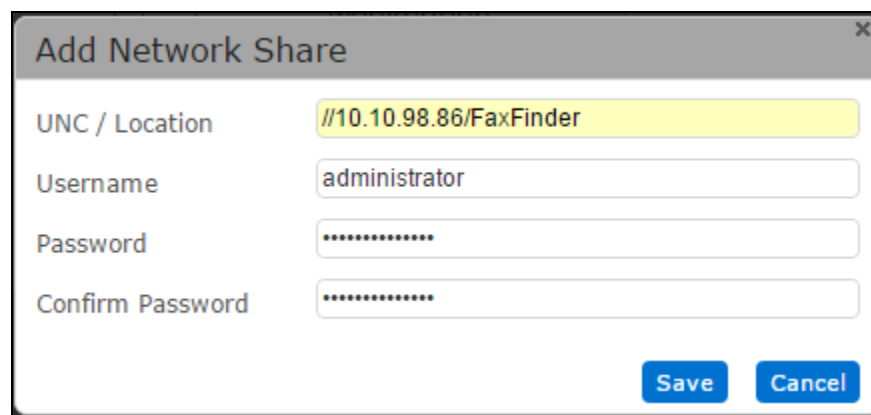
6.4. Administer Network Shares

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 FaxFinder® Fax Server web interface. The top header includes the MULTITECH logo, the product name 'FaxFinder® Fax Server', version 'FF240.R1', firmware '3.5.2', and a 'Logged In: admin' status with a 'Logout' link. The left sidebar contains navigation buttons: 'Home', 'Send Fax', 'Status & Logs', and 'System Configuration'. Under 'System Configuration', there is a list of options: 'Network', 'Active Directory', 'SNMP', 'SMTP', 'Time', 'Printer', 'SFTP', and 'Shares' (which is currently selected and highlighted). The main content area is titled 'Shares' with a help icon. It contains two sections: 'Shared Resources' with a 'Domain/Workgroup' field set to 'WORKGROUP' and a 'Save' button; and 'Network Shares' with an 'Add' button. Below the 'Add' button, it states 'There are no Network Shares'.

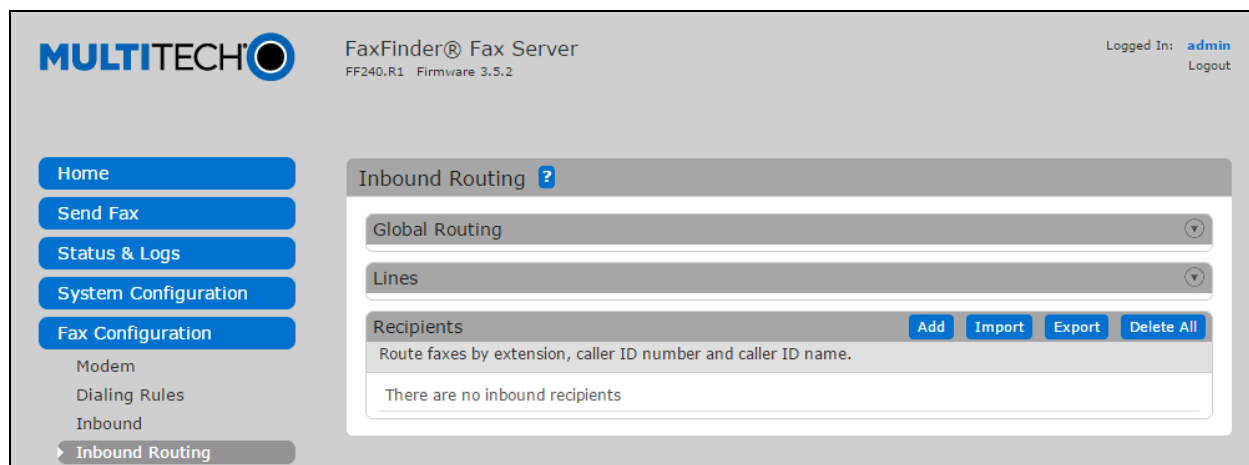
The **Add Network Share** screen is displayed. For **UNC / Location**, enter the path to the shared location. Enter the appropriate credentials for **Username**, **Password** and **Confirm Password**. Note that this location must allow network sharing so that other users can write to it.



The screenshot shows the 'Add Network Share' dialog box. It has a title bar with a close button. The form contains four fields: 'UNC / Location' with the value '//10.10.98.86/FaxFinder', 'Username' with the value 'administrator', 'Password' with masked characters '*****', and 'Confirm Password' with masked characters '*****'. At the bottom right, there are 'Save' and 'Cancel' buttons.

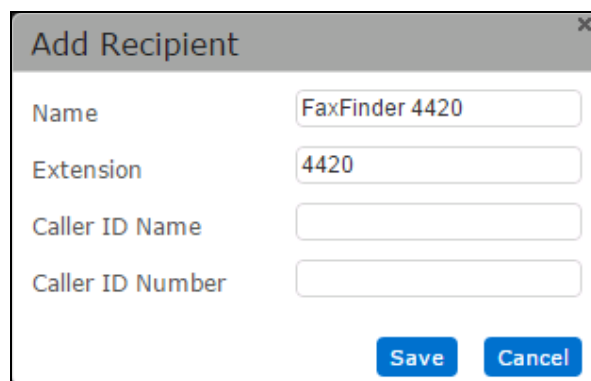
6.5. Administer Inbound Routing Recipients

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



The screenshot shows the 'Inbound Routing' configuration page of the FaxFinder® Fax Server. The page has a sidebar on the left with navigation buttons: Home, Send Fax, Status & Logs, System Configuration, and Fax Configuration. Under Fax Configuration, there are sub-links: Modem, Dialing Rules, Inbound, and Inbound Routing (which is selected). The main content area is titled 'Inbound Routing' and contains three sections: 'Global Routing', 'Lines', and 'Recipients'. The 'Recipients' section has buttons for 'Add', 'Import', 'Export', and 'Delete All'. Below these buttons, it says 'Route faxes by extension, caller ID number and caller ID name.' and 'There are no inbound recipients'.

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



The screenshot shows the 'Add Recipient' dialog box. It has four input fields: 'Name' (containing 'FaxFinder 4420'), 'Extension' (containing '4420'), 'Caller ID Name' (empty), and 'Caller ID Number' (empty). At the bottom right, there are 'Save' and 'Cancel' buttons.

The screen is updated as shown below. Click **Add** to add a destination for incoming faxes. Note that the fields **Caller ID Name** and **Caller ID Number** should be left as blank.

The screenshot shows the 'Edit Recipient (Ext.: 4420)' screen. On the left is a navigation menu with buttons for Home, Send Fax, Status & Logs, System Configuration, and Fax Configuration. Under Fax Configuration, there are links for Modem, Dialing Rules, Inbound, Inbound Routing, Outbound, Outbound Approval, Cover Pages, and Store & Forward (T.37). The main area contains a form with fields for Name (FaxFinder 4420), Extension (4420), Caller ID Name (blank), and Caller ID Number (blank). There are Save and Cancel buttons. Below the form is a 'Destinations' section with an 'Add' button and the text 'There are no destinations'. A 'Done' button is at the bottom right.

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 *//10.10.98.86/FaxFinder/Fax4420*. Repeat this section to add an inbound routing recipient for each fax user.

The screenshot shows the 'Add Destination (Ext.: 4420)' screen. The navigation menu is the same as in the previous screenshot. The main area contains a form with a 'Destination Type' dropdown menu set to 'Share' and an 'Add' button. Below this is an 'Enter Share' field containing the path *//10.10.98.86/FaxFinder/Fax4420* and a 'Browse' button. At the bottom, there is a 'Destinations' section with 'Save' and 'Cancel' buttons.

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

MULTITECH FaxFinder® Fax Server
FF240.R1 Firmware 3.5.2
Logged In: [admin](#)
[Logout](#)

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

Inbound Routing ?

Global Routing

Lines

Recipients [Add](#) [Import](#) [Export](#) [Delete All](#)
Route faxes by extension, caller ID number and caller ID name.

Name	Extension	Caller ID Name	Caller ID Number	Fax Destinations
FaxFinder 4420	4420			Share: //10.10.98.86/FaxFinder/Fax4420
FaxFinder 4421	4421			Share: //10.10.98.86/FaxFinder/Fax4421

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 'FaxFinder Users' screen. On the left is a navigation menu with buttons for Home, Send Fax, Status & Logs, System Configuration, Fax Configuration, and Users. Under 'Users', 'FaxFinder Users' is selected. The main area is titled 'FaxFinder Users' and contains a table of users. The table has columns for Full Name, Username, Email, Phone, Fax, and Organization. One user is listed: Administrator with Username 'admin'. Below the table are pagination controls showing 'Displaying 1 - 3 of 3'. At the top right, there are buttons for Add, Import, Export, and Delete All. The top of the page shows the MULTITECH logo, 'FaxFinder® Fax Server', and 'Logged In: admin'.

Full Name	Username	Email	Phone	Fax	Organization
Administrator	admin				

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 and leave other fields at default

The screenshot shows the 'Add FaxFinder User' screen. It contains several sections for user configuration. The top section has fields for Username (Fax4420), Full Name (FaxFinder 4420), Password (masked), Confirm Password (masked), Email, Include Cover Page (checkbox), Default Cover Page (mts_template1.pdf), Phone Number (613-967-4420), Fax Number (613-967-4420), and Organization. Below this is the 'Default Send Fax Options' section with fields for Max Attempts (3), Fax Priority (Medium), Retry Interval (300 secs), Email Fax Receipt (failure), Fax Attachment with Receipt (PDF), Print Fax Receipt (never), Select Printer (none), and Print with First Page (checkbox). The 'User Permissions' section has checkboxes for View All Inbound Fax Logs and View All Outbound Fax Logs. The 'Create Inbound Routing Recipient' section has a checkbox for Add Route and a field for Fax Extension. The left navigation menu is similar to the previous screen, with 'Add User' selected under 'Users'. The bottom of the page shows copyright information for Multi-Tech Systems, Inc.

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 FaxFinder® Fax Server web interface. The top header shows the MULTITECH logo, the product name 'FaxFinder® Fax Server', version 'FF240.R1', and firmware '3.5.2'. The user is logged in as 'admin' with a 'Logout' link.

The left sidebar contains a navigation menu with the following items: Home, Send Fax, Status & Logs, System Configuration, Fax Configuration, Users (selected), FaxFinder Users (expanded), Active Directory Users, User Options, Contacts, 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 current users:

Full Name	Username	Email	Phone	Fax	Organization
Administrator	admin				
Fax Finder 4421	Fax4421	fax4421@avayalab.com	614-967-4421	614-967-4421	
FaxFinder 4420	Fax4420		613-967-4420	613-967-4420	

At the bottom of the table, there are pagination controls showing '5', '10' (selected), '25', and '50' items 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 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.

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**.

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Send Fax ?

Sender Information

Recipient Information

Recipients

Name	Organization/Description	Fax	Phone
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Cover Page Information

Include cover page with this fax? ☒ Yes ☐ No

Select Cover Page mts_template1.pdf ▼

Subject
Sending a fax to FaxFinder User 4421

Comments

Attachments

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

Attachment Choose file 3_images.tiff

[Add Another Attachment](#)

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**.

Fax Status ?

Modem Status

#	Port	State	Page	Connect Time	Fax
1	1:1	Sending Page 1	1	12/08/2016 10:45:27 AM	4421
2	1:2	Receiving Page 1	0	12/08/2016 10:45:30 AM	4421

Last updated: 11:45:02

Inbound Fax Status

State	Start Time	Fax	Recipient	Remote ID	Recv'd	Caller ID Name	Caller ID Number
receiving	12/08/2016 10:45:15 AM	4421	FaxFinder 4421	POTS modem 1	1		

Outbound Fax Status

Send Now Abort

	State	Created At	Scheduled For	Sender	Fax Details
<input type="checkbox"/>	sending	12/08/2016 10:44:35 AM	12/08/2016 10:44:59 AM	Fax4420 (Fax Finder 4420)	(6 pages)

	Recipient	Attempt	Fax	State	Organization
	1 Fax User 4421	1/3	4421	sending	SIL-DevConnect

☒ Auto Refresh

Last updated: 11:45:02

7.2. Verify Avaya IP Office

From the **Avaya IP Office R10 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 “4437”.

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

Avaya IP Office System Status - IPO EXP210 (135.10.97.46) - IP500 V2 10.0.0.1.0 build 53

IP Office System Status

Help Snapshot LogOff Exit About

- System
- Alarms (19)
- Extensions (26)
 - 4400
 - 4402
 - 4430
 - 4431
 - 4432
 - 4435
 - 4436
 - 4437**
 - 4438
 - Id: 104
 - Id: 105
 - Id: 106
 - Id: 107
 - Id: 108
 - Id: 109
 - Id: 110
 - Id: 111
 - Id: 112
 - Id: 113
 - Id: 114
 - Id: 115
 - Id: 116
 - Id: 29
 - Id: 30
 - Id: 31
 - Id: 32
- Trunks (4)
- Active Calls

Extension Status

Extension Number: 4437
Slot: 2
Port: 3
Standard Location: None
Telephone Type: POT (CLI DTMFF)
Current User Extension Number: 4437
Current User Name: FaxPort1
Forwarding: Off
Twinning: Off
Do Not Disturb: Off
Message Waiting: Off
Phone Manager Type: None
Packet Loss Fraction: Connection Type: VCM (SRTP)
Jitter: Codec:
Round Trip Delay: Remote Media Address: 135.10.97.210

Call Ref	Current State	Time in State	Calling Number or Called Number	Direction	Other Party on Call
217	Connected	00:00:30		Incoming	Line: 17 IP Office 135.10.97.210 C

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

10:48:20 AM Online

8. Conclusion

These Application Notes describe the configuration steps required to integrate the MultiTech FaxFinder FFX40 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] *Administering Avaya IP Office Platform with Manager*. Release 10, September 2016
- [2] *FaxFinder® FFX40 Administrator User Guide*, available at <http://www.multitech.com>

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