

Avaya Solution & Interoperability Test Lab

# Application Notes for XMedius Solutions Inc XMediusFAX On-Premises Fax Server with Avaya IP Office Server Edition – Issue 1.0

### Abstract

These Application Notes describe the configuration steps required for XMedius Solutions Inc XMediusFAX on-premises fax server to interoperate with Avaya IP Office Server Edition. XMedius Solutions Inc XMediusFAX is an on-premises fax server application that uses the SIP trunk interface with T.38 fax and G.711 from Avaya IP Office Server Edition to send and receive fax.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the 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 for XMedius Solutions Inc XMediusFAX (hereafter, also referred to as XMediusFAX) on-premises fax server to interoperate with Avaya IP Office Server Edition (hereafter, also referred to as IP Office). XMediusFAX is a fax server application that uses the SIP trunk interface with T.38 fax and G.711 from IP Office to send and receive fax.

For each user on IP Office desired to use fax, a fax extension is assigned and configured on XMediusFAX. Incoming fax is routed by IP Office to XMediusFAX via an available SIP channel. The received incoming fax can be viewed by the fax user via the XMediusFAX web interface. Similarly, outgoing fax can be sent by the fax user via the XMediusFAX web interface.

The IP Office Server Edition configuration consisted of two IP Office systems, a primary Linux server and an expansion IP500V2 that were connected via Small Community Network (SCN) trunks. The SIP Line connection can be established either with a primary or an expansion system. During compliance testing the SIP Line connection was established between XMediusFAX and IP Office on the primary system.

# 2. General Test Approach and Test Results

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

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to XMediusFAX.

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.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in these DevConnect Application Notes included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and XMedius Solutions Inc did not include use of any specific encryption features as requested by XMedius Solutions Inc.

#### 2.1. Interoperability Compliance Testing

The compliance testing included feature and serviceability areas. During compliance testing, TCP and UDP were tested as the transport protocol for the SIP trunk between XMediusFAX and IP Office. Fax users were configured for both primary and expansion IP Office systems.

The feature testing focused on verifying the following on XMediusFAX:

- Proper handling of faxes via the SIP trunk including send/receive, internal fax, external fax over ISDN (PRI and SIP), simultaneous with bi-directional faxes, and miscellaneous failure scenarios.
- Proper handling of faxes with different pages, complexity and format.
- No adverse impact on the internal and external calls during faxes.
- Use of T.38 and G.711 for fax transport support.

The serviceability testing focused on verifying the ability of XMediusFAX to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet connection to XMediusFAX.

#### 2.2. Test Results

XMediusFAX successfully passed compliance testing with the following observations:

- Only V.17 (14400) data rate was tested since IP Office Server Edition has only this data rate available as per design.
- In IP Office design, use of account code feature only works for local extensions dialing out a PSTN and since XMediusFAX is not a local extension, use of account code feature is not applicable.

#### 2.3. Support

Technical support on XMediusFAX can be obtained through the following:

- **Phone:** <u>1-888-766-1668</u>
- Email: <a href="mailto:support.software@xmedius.com">support.software@xmedius.com</a> (On-Premises)
- Web: https://www.xmedius.com/en/contact-us/

# 3. Reference Configuration

The IP Office Server Edition configuration used in the compliance testing consisted of a primary Linux server, and an expansion IP500V2, with SCN trunks for connectivity between the two systems. The PRI and SIP trunk connectivity to the PSTN was from IP500V2 and IP Office Server system respectively. The SIP Line (trunk) connectivity was between the IP Office primary system and XMediusFAX fax server.

The configuration used for the compliance testing is shown below. Two IP Office users have telephone extensions of 26003 (in primary system) and 26009 (in expansion system), and corresponding fax extensions of 78001 and 78002.

All incoming calls to the fax extensions are routed by IP Office over the SIP trunks to XMediusFAX, and all outgoing faxes are routed by XMediusFAX over the SIP trunks to IP Office.



Figure 1: Compliance Testing Configuration

# 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 Server (Linux based)                                  | 10.1.0.1.0 build 3 |
| Avaya IP Office on IP500 V2 Expansion                                         | 10.1.0.1.0 build 3 |
| Avaya IP Deskphones:                                                          |                    |
| 9641G (H323)                                                                  | 6.6401             |
| 1140E (SIP)                                                                   | 4.4.23             |
| XMedius Solutions Inc XMediusFAX on<br>Microsoft Windows Server 2016 Standard | 8.0                |

Note: Testing was performed with IP Office Server Edition and an Expansion IP Office 500 V2. Testing also applies to an IP Office 500 V2 standalone system, and all IP Office Server Edition configurations.

# 5. Configure Avaya IP Office

This section provides the procedures for configuring 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
- Save configuration

### 5.1. Verify IP Office License

From a PC running the IP Office Manager application, select Start  $\rightarrow$  Programs  $\rightarrow$ IP Office  $\rightarrow$  Manager to launch the Manager application. Select the proper IP Office system, and log in using the appropriate credentials. The Avaya IP Office Manager for Server Edition screen is displayed as shown below.



Solution & Interoperability Test Lab Application Notes ©2018 Avaya Inc. All Rights Reserved. 6 of 30 XMedius-IPO10\_1 From the configuration tree in the left pane, select **DevCon IPO Sev1**  $\rightarrow$  **System**  $\rightarrow$  **DevCon IPO Sev1**  $\rightarrow$  **License** to display the **SIP Trunk Channels** screen in the right pane as shown below. Verify that the **Status** is **Valid**, and that the **Instances** value is sufficient for the desired maximum number of simultaneous faxes.

| 💆 Avaya IP Office Manager for Server Edition DevCon IPO Sev1 [10.1.0.1.0 build 3] - 🗌 |                               |      |           |        |                 | ×          |     |   |
|---------------------------------------------------------------------------------------|-------------------------------|------|-----------|--------|-----------------|------------|-----|---|
| File Edit View Tools                                                                  | Help<br>A 🏼 🖉<br>Ise 🔹        |      | •         |        |                 |            |     |   |
| Configuration                                                                         |                               |      |           |        |                 | (- 🖻   🗙   | < < | > |
| BOOTP (7)                                                                             | License Remote Server         |      |           |        |                 |            |     | ^ |
| User(45)                                                                              | Feature                       | Key  | Instances | Status | Expiration Date | Source     |     |   |
| 🕀 🙀 Group(8)                                                                          | Avava IP endpoints            | N/A  | 384       | Valid  | Never           | PLDS Nodal |     |   |
| E Short Code(60)                                                                      | SIP Trunk Channels            | N/A  | 128       | Valid  | Never           | PLDS Nodal |     | _ |
| Time Profile(0)                                                                       | CTI Link Pro                  | N/A  | 2         | Valid  | Never           | PLDS Nodal | -   |   |
| Account Code(1)                                                                       | 3rd Party IP Endpoints        | N/A  | 384       | Valid  | Never           | PLDS Nodal |     |   |
| 🗄 📲 User Rights(13)                                                                   | Server Edition R10            | N/A  | 255       | Valid  | Never           | PLDS Nodal |     |   |
| 🗄  Location(6)                                                                        | UMS Web Services              | N/A  | 255       | Valid  | Never           | PLDS Nodal |     |   |
| E                                                                                     | Avaya Mac Softphone           | N/A  | 100       | Valid  | Never           | PLDS Nodal |     |   |
| I System (1)                                                                          | SM Trunk Channels             | N/A  | 128       | Valid  | Never           | PLDS Nodal |     |   |
| Ene (9)                                                                               | Web Collaboration             | N/A  | 64        | Valid  | Never           | PLDS Nodal |     |   |
| 🗄 🛷 Extension (25)                                                                    | Avaya Contact Center Select   | N/A  | 1         | Valid  | Never           | PLDS Nodal |     |   |
| 🖽 📲 User (27)                                                                         | Devlink3 External Recorder    | N/A  | 1         | Valid  | Never           | PLDS Nodal |     |   |
|                                                                                       | Server Edition Upgrade 255    | DKt  | 1         | Obsol  | Never           | ADI Nodal  |     |   |
|                                                                                       | Server Edition Upgrade 10 255 | D4x  | 10        | Obsol  | Never           | ADI Nodal  |     |   |
| Incoming Call Re                                                                      | CTI Link Pro                  | TvKr | 255       | Obsol  | Never           | ADI Nodal  |     |   |
| IP Route (1)                                                                          | Wave User                     | 2v0  | 255       | Obsol  | Never           | ADI Nodal  |     | ~ |
| License (68)                                                                          | <pre></pre>                   | i    | 1         | i      | 1               |            |     | > |

#### 5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **DevCon IPO Sev1**  $\rightarrow$  **System**  $\rightarrow$  **DevCon IPO Sev1** to display the screen in the right pane, where **DevCon IPO Sev1** is the name of the IP Office system.

Select the **LAN1** tab, IP Office can support LAN1 and/or LAN2 interfaces, however during compliance testing the LAN1 interface was used. From the **LAN Settings** sub-tab, note the **IP Address** configured, which is **10.10.97.41**. This IP address is required while configuring XMediusFAX fax server in **Section 6.2**.

| 📶 Avaya IP Office Manager for Server E                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | dition DevCon IPO Sev1 [10.1.0.1.0 build 3]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | - 🗆 X                          |
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| File Edit View Tools Help                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | → DevCon IPO Sev1 →                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                |
| Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | E DevCon IPO Sev1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 📸 - 📴   🗙   🖌   <   >          |
| BOOTP (7)<br>Group(3)<br>Group(8)<br>Group(8)<br>Group(8)<br>Group(8)<br>Group(0)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group(1)<br>Group | System       LAN1       LAN2       DNS       Voicemail       Telephony       Directory         LAN Settings       VoIP       Network Topology       Image: Network Topology       Image | r Services System Events • • • |

### 5.3. Enable SIP Trunks

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

| 🐮 Avaya IP Office Manager for Server E                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | dition DevCon IPO Sev1 [10.1.0.1.0 build 3]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | - 🗆 X                                 |
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| File Edit View Tools Help                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ✓ ④<br>• DevCon IPO Sev1 •                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                       |
| Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | E DevCon IPO Sev1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | · · · · · · · · · · · · · · · · · · · |
| BOOTP (7)     Operator (3)     Solution     User(45)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | System         LAN1         LAN2         DNS         Voicemail         Telephony         Directory           LAN Settings         VolP         Network Topology         VolP         VolP | y Services System Events              |
| Group(8)     Short Code(60)     Directory(0)     Time Profile(0)     Account Code(1)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul> <li>✓ H.323 Gatekeeper Enable</li> <li>△ Auto-create Extension</li> <li>△ Auto-create User</li> <li>H.323 Signaling over TLS</li> <li>Disabled</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | H.323 Remote                          |
| ● ・ Note State | ✓ SIP Trunks Enable         ✓ SIP Registrar Enable         □ Auto-create Extension/User                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                       |

### 5.4. Administer SIP Line

From the configuration tree in the left pane, right-click on Line and select New  $\rightarrow$  SIP Line from the pop-up list to add a new SIP line. Select the **Transport** tab in the right pane. For **ITSP Proxy Address**, enter the IP address of XMediusFAX. Retain the default values for the remaining fields. During compliance testing both **TCP** and **UDP** was tested for **Layer 4 Protocol**, however in the example below only **TCP** is shown.

| 扰 Avaya IP Office Manag                                                                           | ger for Server Edition DevCon IPO Sev1 [10.1.0.1.0 build 3]                                                                                                                                         |
|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| File Edit View To                                                                                 | bols Help<br>Line • 15 •                                                                                                                                                                            |
| Configuration                                                                                     | SIP Line - Line 15*                                                                                                                                                                                 |
| BOOTP (7)<br>Gerator (3)<br>Solution<br>User(46)<br>Group(8)<br>Short Code(                       | SIP Line       Transport       SIP URI       VoIP       SIP Credentials       SIP Advanced       Engineering         ITSP Proxy Address       10.10.98.156         Network Configuration       5000 |
| Time Profile                                                                                      | Layer 4 Protocol     UDP     Send Port     5060       Use Network Topology Info     None     Listen Port     5060                                                                                   |
| Everation(0)<br>■ • • ■ DevCon IPO<br>■ • • ■ System (<br>□ • • • • • • • • • • • • • • • • • • • | Explicit DNS Server(s) 0 0 0 0 0 0 0 0 0 0 0                                                                                                                                                        |
|                                                                                                   | Separate Registrar                                                                                                                                                                                  |
| 14<br>15                                                                                          | ОК                                                                                                                                                                                                  |

Select the **SIP URI** tab, and click **Add** to display the **New URI** section. Select **Auto** for **Local URI**, **Contact**, and **Display Name**. Enter unused group numbers for **Incoming Group** and **Outgoing Group**. Set **Max Sessions** to the maximum number of simultaneous faxes allowed by the XMediusFAX license, in this case **10**. Retain the default values in the remaining fields.

The screen is updated, as shown below.

| 🐮 Avaya IP Office Manager for Server Ec                                                                                                                                                                                                                                                                      | lition DevCon IPC     | Sev1 [10.1.0                     | .1.0 build 3                | 3]                                        |                              |               | _                     |                       | ×     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------------------|-----------------------------|-------------------------------------------|------------------------------|---------------|-----------------------|-----------------------|-------|
| File Edit View Tools Help                                                                                                                                                                                                                                                                                    | ä 🕢<br>• 1            | 5                                |                             | •                                         |                              |               |                       |                       |       |
| Configuration                                                                                                                                                                                                                                                                                                | Z                     | ;                                | SIP Line                    | e - Line 15                               |                              |               | 📥 - 🔤   >             | <   ~                 | <   > |
| BOOTP (7)<br>Group(8)<br>Solution<br>User(45)<br>Group(8)<br>Short Code(60)<br>Directory(0)<br>Time Profile(0)<br>Account Code(1)<br>Coation(6)<br>DevCon IPO Sev1<br>System (1)<br>Coation(6)<br>DevCon IPO Sev1<br>System (1)<br>Time (9)<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1<br>1 | URI Group:<br>1 15 15 | ort SIP URI<br>Local URI<br>Auto | VoIP SIF<br>Contact<br>Auto | O Credentials SIP<br>Display Name<br>Auto | Advancer<br>Identity<br>None | Header<br>PAI | ering<br>Originator N | Add.<br>Remo<br>Edit. | <br>  |
| 15                                                                                                                                                                                                                                                                                                           | <                     |                                  |                             |                                           |                              |               | >                     |                       |       |

Select the **VoIP** tab. Check **Re-invite Supported** and for **Fax Transport Support**, select **T38** from the drop-down list. Retain the default values in the remaining fields.

| 🛃 Avaya IP Office Ma                                                                                                                                                                                                                                                                                                                                 | nager for Server Edition D | evCon IPO Sev1 [10.1 | .0.1.0 build 3]          |                                                                                   | >                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------|--------------------------|-----------------------------------------------------------------------------------|---------------------------------------------|
| File Edit View                                                                                                                                                                                                                                                                                                                                       | Tools Help                 |                      |                          |                                                                                   |                                             |
| 🤱 🗁 - 🔚   🖪 🗄                                                                                                                                                                                                                                                                                                                                        | 2 🖬 🚹 🗸 🌌 🖪                |                      |                          |                                                                                   |                                             |
| DevCon IPO Sev1                                                                                                                                                                                                                                                                                                                                      | - Line                     | ▼ 15                 | -                        |                                                                                   |                                             |
| Configuration                                                                                                                                                                                                                                                                                                                                        |                            |                      | SIP Line - Line 15       | i                                                                                 | 📸 - 🖻   🗙   🗸   <                           |
| ⊞ <b>8</b> BOOTP (7)                                                                                                                                                                                                                                                                                                                                 | SIP Line Transport SIP     | URI VolP SIP Cred    | lentials SIP Advanced En | gineering                                                                         |                                             |
| Solution<br>User(46)                                                                                                                                                                                                                                                                                                                                 |                            |                      |                          |                                                                                   | □ Local Hold Music<br>☑ Re-invite Supported |
| B→9X       Short Code(6         →       Directory(0)         →       Time Profile(         B→=       Account Coc         B→=       User Rights(1         B→=       User Rights(1)         B→=       DevCon IPO         B→=       System (1)         B→=       System (1)         B→=       2         →       3         →       10         →       12 | Codec Selection            | System Default       | >>><br>()<br><<<<<br>    | Selected<br>G.711 ULAW 64K<br>G.711 ALAW 64K<br>G.729(a) 8K CS-ACELP<br>G.722 64K | Codec Lockdown                              |
|                                                                                                                                                                                                                                                                                                                                                      | Fax Transport Support      | T38                  |                          |                                                                                   | ~                                           |
| * 15<br>⊕≪> Control U                                                                                                                                                                                                                                                                                                                                | DTMF Support               | RFC2833/RFC4733      |                          |                                                                                   | $\sim$                                      |
| Extension                                                                                                                                                                                                                                                                                                                                            | Media Security             | Disabled             |                          | ~                                                                                 |                                             |

### 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**, in this case **15**.

| 🖞 Avaya IP Office Manager for Server E                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | diti       | on DevCon IPO Sev1 [10.1.0.1.0                                                                                                                           | build 3]                           |                     | -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                       | ×       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------|
| Eile       Edit       View       Tools       Help         2       2       -                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | نگ<br>I Ro | ⊈<br>ute • 15                                                                                                                                            | •                                  |                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                       |         |
| Configuration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |            | X                                                                                                                                                        | 15                                 | <b>- *</b>          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <ul> <li>•</li> </ul> | <   > ] |
| Operator (3)     Solution     Solution     User(45)     Group(8)     Short Code(60)     Correctory(0)     Time Profile(0)     Group (8)     User Rights(13)     User Rights(13)     User Rights(13)     User Cont PO Sev1     System (1)     Control Unit (11)     Extension (25)     User (27)     Short Code (19)     Service (0)     Dev Short Code (19)     Service (0)     Dev 11     Dev 2     Dev 10     Dev 11     Dev 11     Dev 11     Service (0)     Dev 11     Dev 11 | ~          | StandardVoice RecordingBearer CapabilityLine Group IDIncoming NumberIncoming Sub AddressIncoming CLILocalePriorityTagHold Music SourceRing Tone Override | Destinations Any Voice   Any Voice |                     | <ul> <li></li> &lt;</ul> |                       |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |            |                                                                                                                                                          |                                    | <u>o</u> k <u>c</u> | ancel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | He                    | lp      |

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

| 🛃 Avaya IP Office Manager for Server Editio                     | on DevCon I | PO Sev1 [10.1.0.1.0 | build 3]   |                   |   | -                  |       | ×      |
|-----------------------------------------------------------------|-------------|---------------------|------------|-------------------|---|--------------------|-------|--------|
| Eile     Edit     View     Iools     Help       2     2     -   | or<br>ute ▼ | 15                  |            | •                 |   |                    |       |        |
| Configuration                                                   | ×××         |                     | 15         |                   |   | 📸 - 🗐 🛛 🗙 🛛        | ✓   < | >      |
| Operator (3)     Solution                                       | Standard    | Voice Recording     | Destinatio | ns<br>Destination |   | Fallback Extension |       |        |
|                                                                 | ► D         | efault Value        |            |                   | ~ |                    | 1     | $\sim$ |
| <ul> <li>Directory(0)</li> <li>Time Profile(0)</li> </ul>       |             |                     |            |                   |   |                    |       |        |
| ⊞ Account Code(1)<br>⊞ Super Rights(13)<br>⊞ Market Location(6) |             |                     |            |                   |   |                    |       |        |
| DevCon IPO Sev1                                                 |             |                     |            |                   |   |                    |       |        |
|                                                                 |             |                     |            |                   |   |                    |       |        |
|                                                                 |             |                     |            |                   |   |                    |       |        |
|                                                                 |             |                     |            |                   |   |                    |       |        |
| Incoming Call Route (11)                                        |             |                     |            |                   |   |                    |       |        |
| <b>1</b> 0                                                      |             |                     |            |                   |   |                    |       |        |
|                                                                 |             |                     |            | 0                 | K | Cancel             | Help  | )      |

### 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 XMediusFAX. In the compliance testing, users on IP Office are designated with fax numbers 78xxx, and faxes are routed over the SIP trunks to XMediusFAX.

For Code, enter **78N**; and for **Feature**, select **Dial** from the drop-down list. For **Telephone Number**, enter the appropriate value where **78N** corresponds to the short code, **51496** is the PSTN prefix, and **10.10.98.156** is the IP address of XMediusFAX. For **Line Group ID**, enter the outgoing group number from **Section 5.4**.

| 扰 Avaya IP Office Manager fo | r Server Edition DevCon IPO S   | ev1 [10.1.0.1.0 build 3] |    | _         |           |
|------------------------------|---------------------------------|--------------------------|----|-----------|-----------|
| Eile Edit View Iools         | Help<br>♪ ✓ ﷺ ⓓ<br>t Code ✓ 78№ | l; •                     |    |           |           |
| Configuration                | 17                              | 78N;: Dial*              |    | 📥 - 🔤 🛛 🗙 | ✓   <   > |
| Location(6)                  | Short Code                      |                          |    |           |           |
| ⊕                            | Code                            | 78N;                     |    |           |           |
| Enre(5)                      | Feature                         | Dial ~                   |    |           |           |
| User (27)                    | Telephone Number                | 5149678N"@10.10.98.156"  |    |           |           |
| ⊕                            | Line Group ID                   | 15 ~                     |    |           |           |
| 9× *66*N#<br>9× 2300X        | Locale                          | ~                        |    |           |           |
| 2621X                        | Force Account Code              |                          |    |           |           |
| 2622X                        | Force Authorization Code        |                          |    |           |           |
| 9× 411                       |                                 |                          |    |           |           |
| 9× 33001                     |                                 |                          |    |           |           |
| 9× 5200X                     |                                 |                          |    |           |           |
| 9× 54N:                      |                                 |                          |    |           |           |
| <b>9×</b> 55N;               |                                 |                          |    |           |           |
| 9× 621N;                     |                                 |                          |    |           |           |
| 9× 71N:                      |                                 |                          |    |           |           |
| 9× 721N;<br>9× 78N;          |                                 |                          | ОК | Cancel    | Help      |

### 5.7. Save Configuration

Once all the configurations are complete, the changes need to be saved on the IP Office System. Click on the Save icon as shown in the screen below to save the changes, a subsequent window will appear (not shown) asking the user to proceed with the changes made to the IP Office system/s or not. Click on the **OK** button to confirm.



# 6. Configure XMedius Solutions Inc XMediusFAX

This section provides the procedures for configuring XMediusFAX fax server. The procedures include the following areas:

- Launch application
- Administer driver
- Restart service
- Administer fax users

Note that as part of the XMediusFAX installation, the IP Office IP address was entered, and a site name was created. In this case it is the IP address associated with the IP Office primary system.

#### 6.1. Launch Application

From the XMediusFAX fax server, select Start  $\rightarrow$  Windows Administrative Tools  $\rightarrow$  XMediusFAX to launch the application. The Administrator Login screen below is displayed. Log in using the appropriate credentials.

| Administrator Login X                       |
|---------------------------------------------|
| Name: Password: *                           |
| Login As                                    |
| System Administrator     Site Administrator |
| OK Cancel                                   |

#### 6.2. Administer Driver

The **XMediusFAX** screen below is displayed next. Navigate to **XMediusFAX**  $\rightarrow$  **System Configuration**  $\rightarrow$  **Hosts**  $\rightarrow$  **SP-S13-V1**  $\rightarrow$  **Driver**, where **SP-S13-V1** is the host name of the XMediusFAX fax server. Right click on **Driver**, and select **Properties**.



The **Driver Properties** screen is displayed. For **Maximum Number of Channels** and **Preferred Number Of Channels**, enter the maximum number of simultaneous faxes allowed by the XMediusFAX license, in this case **10** since these are the channels configured in IP Office in **Section 5.4**. Retain the default values in the remaining fields.

| Driver Properties X                                                                               |
|---------------------------------------------------------------------------------------------------|
| Options FoIP SIP SIP Security H.323 Dial Plan Peer List Netv                                      |
| Number of Channels: 10                                                                            |
| Log Size (MB): 20                                                                                 |
| Information Logging Level:                                                                        |
| Enable Log Archiving                                                                              |
| Archive Retention (in days): 15                                                                   |
| Debug                                                                                             |
| Display Name: SP-S13-V1                                                                           |
| FoIP Channel Configuration                                                                        |
| Maximum Number Of Channels:* 10                                                                   |
| Preferred Number Of Channels: 10                                                                  |
|                                                                                                   |
| *Changes to properties marked with an asterisk will take effect when the<br>service is restarted. |
|                                                                                                   |
|                                                                                                   |
|                                                                                                   |
|                                                                                                   |
| OK Cancel                                                                                         |

Select the **Dial Plan** tab, and configure as desired. In the compliance testing, the default setting was used to route any dialed number to IP Office. Note that the default setting was automatically created using the IP Office IP address that was entered as part of installation.

| ver Properties                                |                                                                                    | ×                                                                                                              |
|-----------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| otions   FoIP   SIP<br>Dial Plan<br>Dial Plan | SIP Security H.323 Dia                                                             | al Plan Peer List Netv 💶 🕨                                                                                     |
| Number Pattern                                | Peers                                                                              | Add                                                                                                            |
| *                                             | 10.10.97.41                                                                        | Remove                                                                                                         |
|                                               |                                                                                    | Move Up                                                                                                        |
|                                               |                                                                                    | Move Down                                                                                                      |
|                                               |                                                                                    | Properties                                                                                                     |
|                                               | ver Properties<br>ptions FoIP SIP<br>Dial Plan<br>Dial Plan<br>Number Pattern<br>* | ver Properties<br>ptions FoIP SIP SIP SEcurity H.323 Dia<br>Dial Plan<br>Number Pattern Peers<br>* 10.10.97.41 |

Select the **Peer List** tab and click on the **Add SIP Peer** button.

| Driver Properties |                         | ×                   |
|-------------------|-------------------------|---------------------|
| Options FoIP SIP  | SIP Security H.323 Dial | Plan Peer List Netv |
| Host Name         | Protocol                | Add SIP Peer        |
|                   |                         | Add H.323 Peer      |
|                   |                         | Remove              |
|                   |                         | Properties          |

The **Peer Properties** screen is displayed. For **Host Name**, enter the IP address of IP Office as noted in **Section 5.2** and for **Transport**, select **TCP** from the drop down as it was used during compliance testing as configured in **Section 5.4**. Retain the default values for all other fields. Note that **UDP** was also tested during this compliance testing.

| Peer Properties                                          | >               |
|----------------------------------------------------------|-----------------|
| General T.38 Codecs Inbound Modification Table           |                 |
| Host Name:                                               | 10.10.97.41     |
| Transport:<br>Port: 5060                                 | TCP 💌           |
|                                                          |                 |
| Media Type:                                              | T.38 Fax Relay  |
| G.711 fallback delay after fax detection (milliseconds): | 3500            |
| Delay Before Call Completion (seconds):                  | 1               |
| Voice Call Timeout (seconds):                            | 40              |
| "user" parameter in SIP URI:                             | phone 💌         |
| VIA and CONTACT Headers Host Name Override:              |                 |
| Use Proxy                                                |                 |
| Host Name;                                               |                 |
| SIP From Header Details                                  |                 |
| Display Name:                                            |                 |
| User:                                                    | \$SenderFax\$   |
| Host:                                                    | \$LocalHostIP\$ |
| SIP Session Timer                                        |                 |
| Use Session Timer                                        |                 |
| Session Interval (seconds): 1800                         |                 |
| Minimum Timer (seconds): 90                              |                 |
|                                                          | OK Cancel       |

### 6.3. Restart Service

From the **XMediusFAX** server, select **Start**  $\rightarrow$  **Windows Administrative Tools**  $\rightarrow$  **Services** to display the **Services** screen. Restart the **XMFaxDriver** service shown below.

| Services                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                        |         | _            |               |
|-----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------|--------------|---------------|
| <u>File</u> <u>A</u> ction <u>V</u> iew | <u>H</u> elp                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                        |         |              |               |
|                                         | à 📑   🛛 🖬   🕨 🔳 💵                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | ,                      |         |              |               |
| 🔍 Services (Local)                      | Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Description            | Status  | Startup Type | Log On As ^   |
|                                         | 🖏 XMFaxArchive                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | XMediusFAX Fax Archive | Running | Automatic    | Local Syste   |
|                                         | 🖏 XMFaxDriver                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | XMediusFAX Fax Driver  | Running | Automatic    | Local Syste   |
|                                         | 🍓 XMFaxManager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | XMediusFAX Fax Manager | Running | Automatic    | Local Syste   |
|                                         | 🖏 XMProxy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | XMediusFAX Proxy       | Running | Automatic    | Local Syste   |
|                                         | Contract Not State Action Acti | XMediusFAX SMTP Gate   | Running | Automatic    | Local Syste 🗸 |
|                                         | <                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |         |              | >             |
|                                         | Extended Standard                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |         |              |               |
|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                        |         |              |               |

#### 6.4. Administer Fax Users

From the **XMediusFAX** screen, select **XMediusFAX**  $\rightarrow$  **Sites**  $\rightarrow$  **IPOffice**  $\rightarrow$  **Configuration**  $\rightarrow$  **Internal Users** from the left pane, where **IPOffice** is the site name created as part of installation. Click on the **Add Record** icon.

| 💼 XMediusFAX - [XMediusFAX\Sites\I | Office\Configuration\Internal Users] — |          | ×       |
|------------------------------------|----------------------------------------|----------|---------|
| File Action View Help              |                                        |          |         |
| 🗢 🔿 📶 🗖 🖬                          | + All                                  | - Search | Options |
| 🕼 XMediusFAX 🔺                     | Internal Users 0 Selected              |          |         |
| ✓ <sup>™</sup> Sites               |                                        |          |         |
| ✓ III IPOffice                     |                                        |          |         |
| Configuration                      |                                        |          |         |
| 📰 General Settings                 |                                        |          | 1       |
| Administrators                     |                                        |          |         |
| 👥 Internal Users                   |                                        |          |         |
| Profiles                           |                                        |          |         |

The User Properties screen is displayed. Enter desired values for SMTP Address. During compliance testing, under Password section, Use this password was selected and the Password and Confirm Password fields were configured. Retain the default values in the remaining fields.

| User Properties                                                         | ×   |
|-------------------------------------------------------------------------|-----|
| User Personal Information                                               | _ 1 |
| SMTP Address: user1                                                     |     |
| Profile Name: Basic                                                     |     |
| NT Account:                                                             |     |
| Password                                                                |     |
| <ul> <li>Auto-generate a password</li> <li>Use this password</li> </ul> |     |
| Password:                                                               |     |
| Confirm Password:                                                       |     |

Select the **Personal Information** tab, and enter desired information. In the **Phone Number Information** section, enter the telephone and fax numbers for the first user. Note that these values will be used in the header of the outgoing faxes, therefore the full PSTN telephone number were used.

| User Properties       |            |    | ×      |
|-----------------------|------------|----|--------|
| User Personal Info    | rmation    |    |        |
| Personal Informatio   | n          |    |        |
| Salutation:           |            |    |        |
| First Name:           |            |    |        |
| Last Name:            |            |    |        |
| Title:                |            |    |        |
| Cellular:             |            |    |        |
| Pager:                |            |    |        |
| Billing Information – |            |    |        |
| Billing Code:         |            |    |        |
| Sub Billing Code:     |            |    |        |
| Organization Inform   | ation      |    |        |
| Organization:         |            |    |        |
| Address:              |            |    |        |
| City:                 |            |    |        |
| State:                |            |    |        |
| Country:              |            |    |        |
| Zip:                  |            |    |        |
| Phone Number Info     | rmation    |    |        |
| Phone:                | 5149626003 |    |        |
| Fax:                  | 5149678001 |    |        |
|                       | [          | ОК | Cancel |

Repeat this section to add all fax users from **Section 3**. In the compliance testing, two fax users were created as shown below. User1 is configured for the primary system and user2 is configured for the expansion system.



# 7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of IP Office and XMediusFAX fax server. Prior to verification, start sending a fax from the PSTN to a fax user on IP Office.

### 7.1. Verify Avaya IP Office

From the **Avaya IP Office Manager for Server Edition** screen shown in **Section 5.1**, select **System Status** from the right pane 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 **15**.

Verify that the **SIP Trunk Summary** screen shows an active channel with **Current State** of **Connected**. Also verify that the **Other Party on Call** contains the proper information for the trunk with the PSTN, as shown below. In the compliance testing, line **1** is the existing PRI trunk with the PSTN.



### 7.2. Verify XMedius Solutions Inc XMediusFAX

From the **XMediusFAX** screen, select **XMediusFAX**  $\rightarrow$  **System Monitor**  $\rightarrow$  **Channels**  $\rightarrow$  **SP-S13-V1**, to display the status of the channels in the right pane.

Verify that there is an active channel with the fax destination shown in **Destination/DNIS/DID**.



Access the XMediusFAX web interface by using the URL "http://ip-address/fax" in an Internet browser window, where "ip-address" is the IP address of XMediusFAX fax server. Log in using the appropriate fax user credentials from **Section 6.4**.

| FAX*                          |                                            |
|-------------------------------|--------------------------------------------|
| Email Address :<br>Password : | user1                                      |
| Copyright© 2017 - )           | XMedius Solutions Inc XMediusFAX 8.0.0.399 |

The **XMediusFAX** screen below is displayed. After the incoming fax completes, select **Inbound History** from the left pane. Verify that there is an entry showing the new incoming fax, with proper values. Click on the received fax, and verify that the incoming fax can be viewed.

| - <b>Medius</b>  | <u>Faxes</u> <u>Contacts</u>                     |                                     |              | user1   <u>0</u> | <u>ptions   Help   Logout</u> |
|------------------|--------------------------------------------------|-------------------------------------|--------------|------------------|-------------------------------|
| Compose Fax      | Folder view: Current   [                         | Search Date All                     | ✓ Status All | ✓ <u>Reset</u>   | Advanced 🎙                    |
| Outbound History | Forward ▼     Delete       I     I     to 5 of 5 | More Actions ▼                      |              |                  | C<br>Sort by <u>Time</u>      |
|                  | Received                                         | From: 15139656501<br>To: 5149678001 |              | 3 pages          | 11:26 am                      |

# 8. Conclusion

These Application Notes describe the configuration steps required for XMedius Solutions Inc XMediusFAX fax server to successfully interoperate with Avaya IP Office Server Edition. All feature and serviceability test cases were completed with observations if any noted in **Section 2.2**.

# 9. Additional References

This section references the Avaya documentation relevant to these Application Notes. The following Avaya product documentation is available at <u>http://support.avaya.com</u>.

- 1. Deploying IP Office TM Platform Server Edition Solution, Release 10.1, June 2017.
- 2. Administering Avaya IP Office™ Platform with Manager, Release 10.1, June 2017.
- 3. Deploying Avaya IP Office™ Platform IP500 V2, 15-601042 Issue 32f (20 July 2017).

Product information for the XMediusFAX fax server may be obtained by contacting XMedius Solutions Inc.

- 1. XMediusFAX 8.0 Administrator Guide, Version Number 8.0.0.334 March2016.
- 2. XMediusFAX 8.0 User Guide, Version Number 8.0.0.334 March2016.
- 3. XMediusFAX 8.0 Installation and Maintenance Guide, Version Number8.0.0.431–November 2017.
- 4. XMediusFAX 8.0 Release Notes, Version 8.0 November 2015.

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