



Avaya Solution & Interoperability Test Lab

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

Abstract

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

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

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required to integrate the MultiTech FaxFinder® IP with Avaya IP Office. The MultiTech FaxFinder IP is a fax server that uses a SIP trunk interface with T.38 fax from Avaya IP Office to send and receive fax. FaxFinder IP Model FF240-IP was used in the compliance test.

For each user on Avaya IP Office that desires to use fax, a fax extension is assigned and configured on MultiTech FaxFinder IP. Incoming fax calls to these fax extensions are routed to MultiTech FaxFinder IP via an available SIP channel. The received incoming fax can be sent to the fax recipient's email address, printed automatically, or stored in a shared folder, depending on the provisioning in MultiTech FaxFinder IP. In the compliance testing, the shared folder method was used to store incoming faxes.

Outgoing faxes can be sent from the MultiTech FaxFinder client application, from any PC application that supports print, from any email client using the T.37 interface, or from the MultiTech FaxFinder web interface. In the compliance testing, the web interface method was used to send outgoing faxes.

2. General Test Approach and Test Results

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

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

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

2.1. Interoperability Compliance Testing

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

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

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

2.2. Test Results

All test cases passed.

2.3. Support

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

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

3. Reference Configuration

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

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

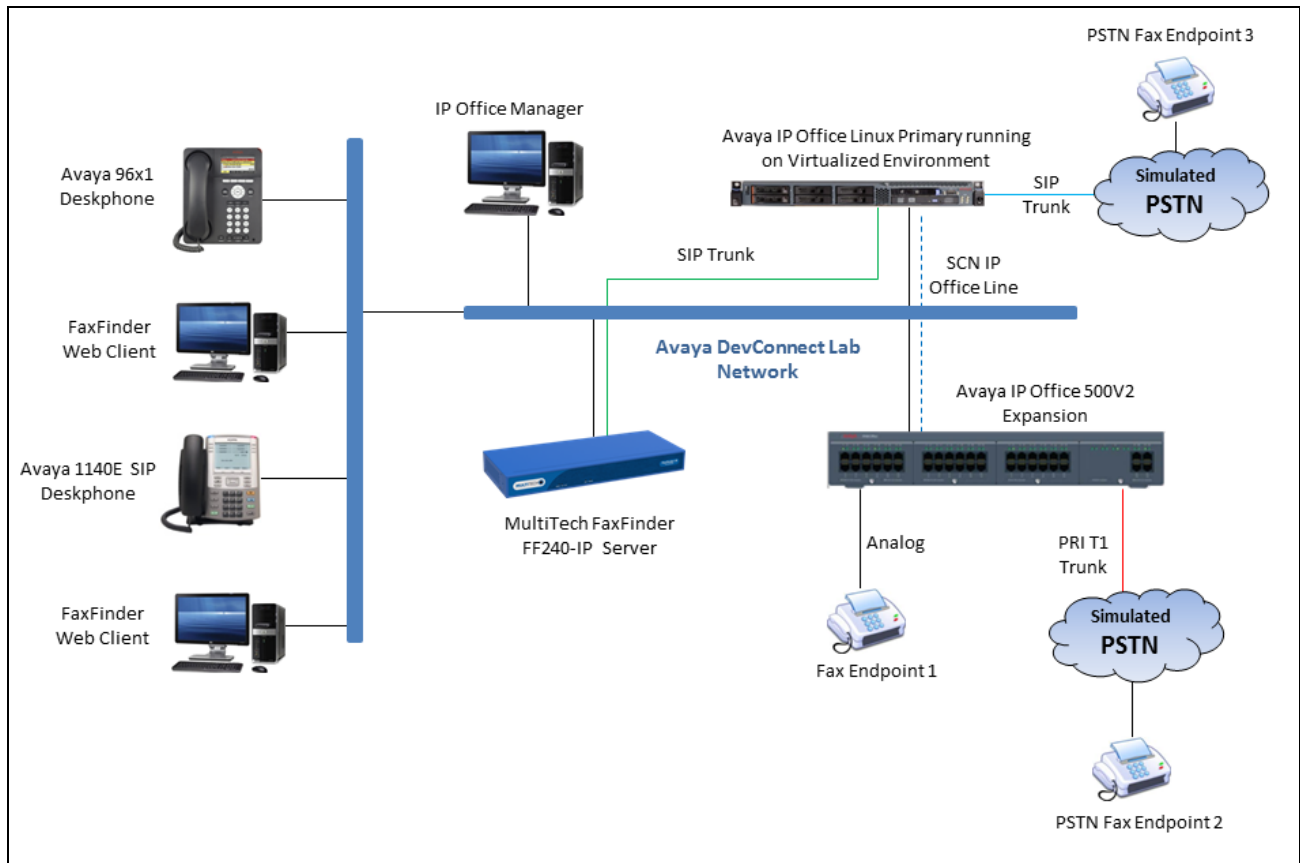


Figure 1: MultiTech FaxFinder FF240-IP with Avaya IP Office using SIP

4. Equipment and Software Validated

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

Equipment/Software	Release/Version
Avaya IP Office Primary Linux running on Virtualized Environment	10.0.0.1 Build 53
Avaya IP Office 500V2 Expansion	10.0.0.1 Build 53
Avaya 9600 Series IP Telephones (H.323)	6.6229
Avaya 1140E SIP Deskphones	4.04.23
HP Super G3 Fax Machine	-
MultiTech FaxFinder IP FF240-IP	4.0.0

5. Configure Avaya IP Office

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

- Verify Avaya IP Office License
- Obtain LAN IP address
- Enable SIP trunks
- Administer SIP line
- Administer Incoming Call Route
- Administer Short Code

5.1. Verify Avaya IP Office License

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

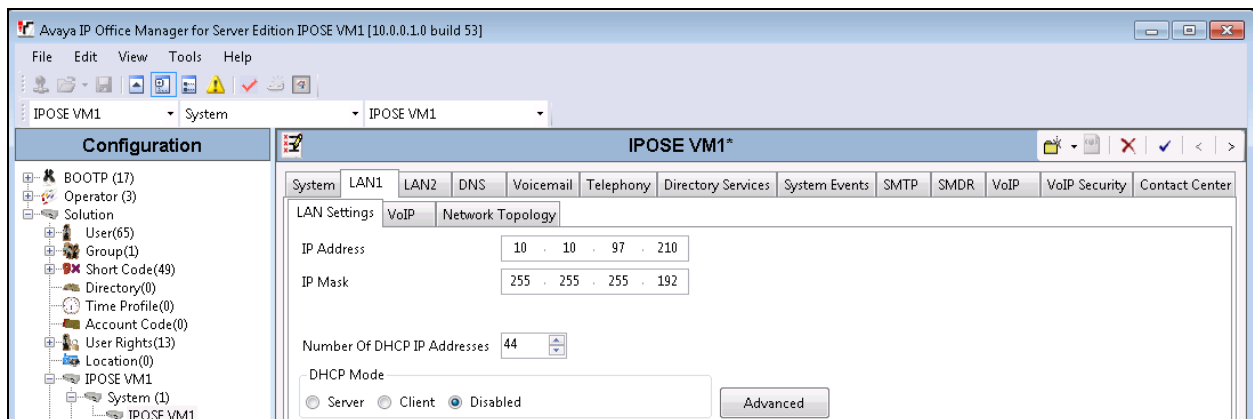
The **Avaya IP Office R10 Manager** screen is displayed. From the configuration tree in the left pane, select **License**. Verify that the **SIP Trunk Channels** license is “Valid”, and that the **Instances** value is sufficient for the desired maximum number of simultaneous faxes.

The screenshot shows the Avaya IP Office Manager application window. On the left is a 'Configuration' tree with various system components. The 'License' component is selected. The main area displays the 'Remote Server' tab for the license configuration. It shows the PLDS Host ID as 663017273556 and the PLDS File Status as Valid. Below this is a table listing various features and their license details.

Feature	Key	Instances	Status	Expiration
VMPro TTS (Scansoft)	N/A	40	Obsolete	Never
VMPro TTS Professional	N/A	40	Valid	Never
IPSec Tunnelling	N/A	10	Obsolete	Never
Power User	N/A	384	Valid	Never
Avaya IP endpoints	N/A	384	Valid	Never
IP500 Voice Networking Channels	N/A	32	Obsolete	Never
SIP Trunk Channels	N/A	1024	Valid	Never
IP500 Universal PRI (Additional cha...	N/A	100	Obsolete	Never
CTI Link Pro	N/A	10	Valid	Never
Wave User	N/A	16	Obsolete	Never
3rd Party IP Endpoints	N/A	384	Valid	Never
Centralized Endpoints	N/A	100	Obsolete	Never
Essential Edition	N/A	5	Obsolete	Never
R8+ Preferred Edition (VM Pro)	N/A	5	Obsolete	Never
Server Edition R10	N/A	10	Valid	Never
UMS Web Services	N/A	100	Valid	Never
WebLM Model	N/A	5	Obsolete	Never
Avaya Mac Softphone	N/A	100	Valid	Never
SM Trunk Channels	N/A	512	Valid	Never

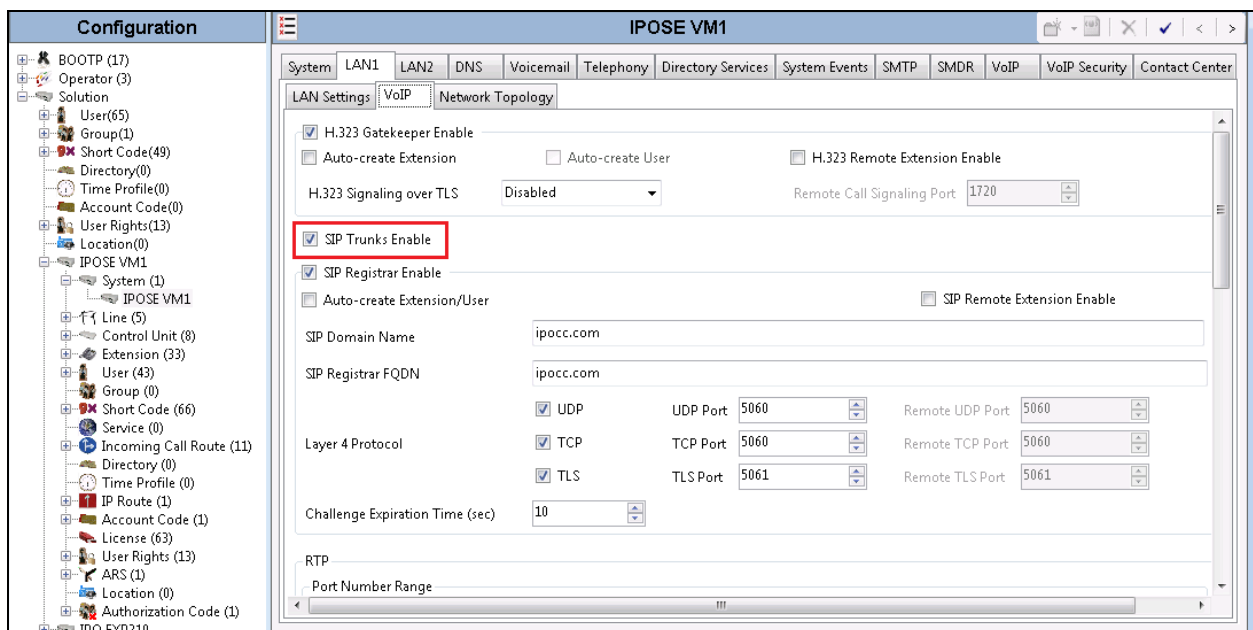
5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the **System** screen for the **IPOSE VM1** in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure FaxFinder IP. Note that IP Office can support SIP trunks on the LAN1 and/or LAN2 interfaces. The compliance testing used the LAN1 interface.



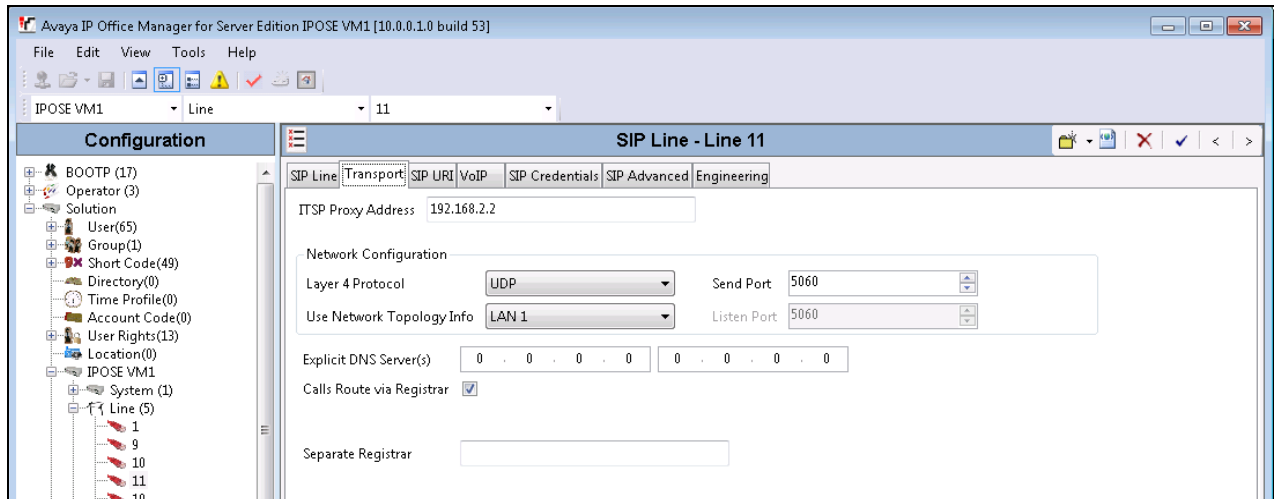
5.3. Enable SIP Trunks

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

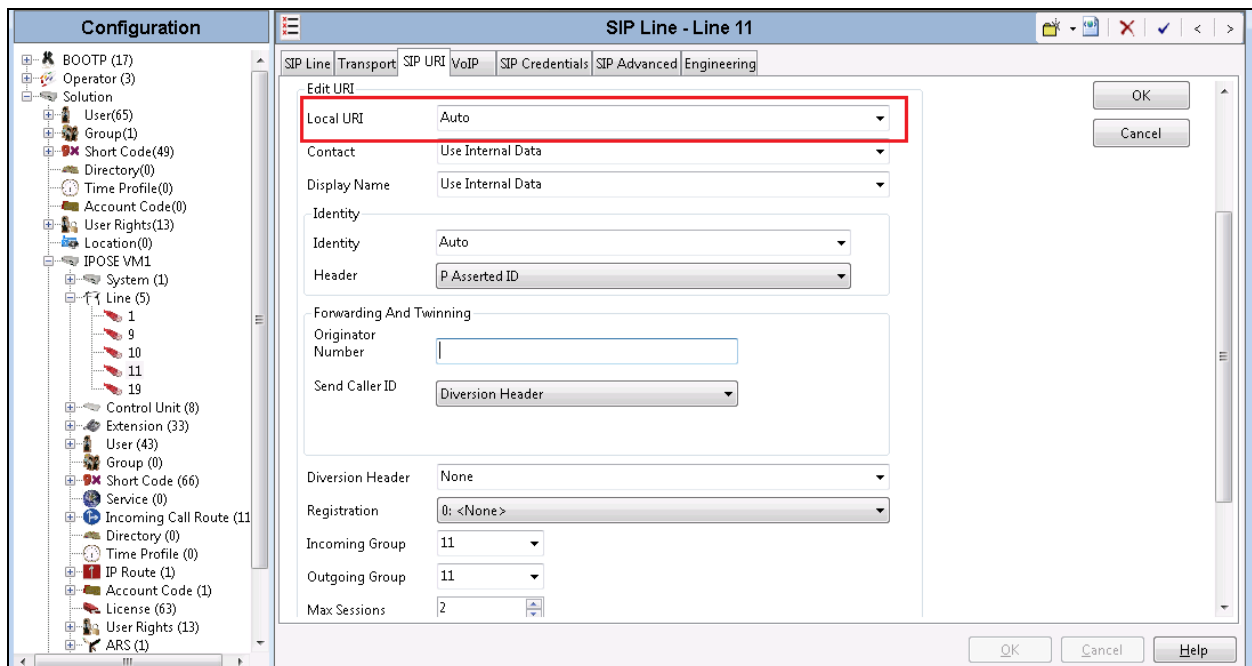


5.4. Administer SIP Line

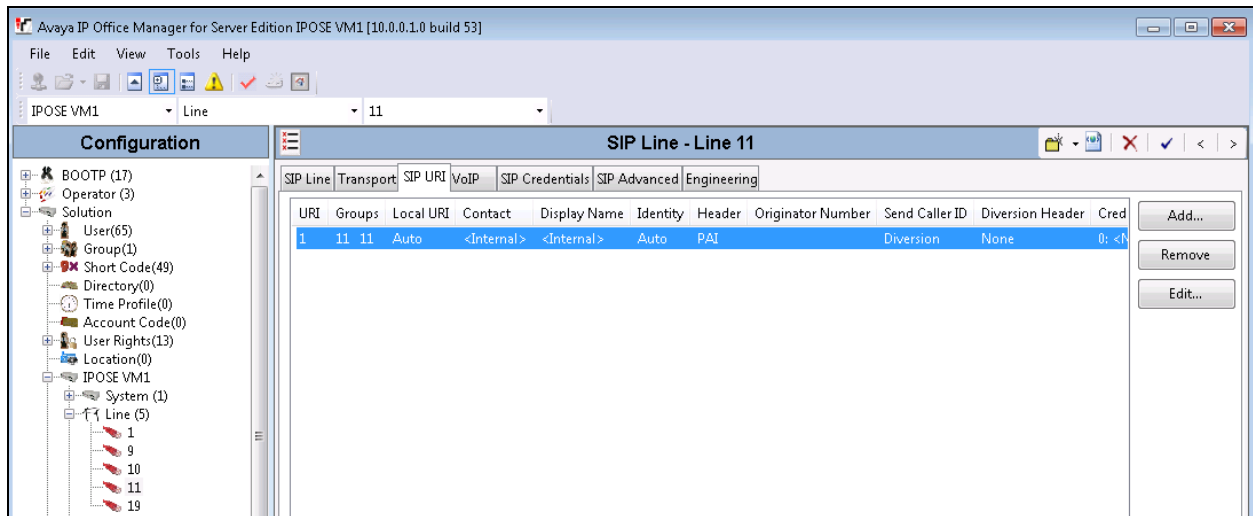
From the configuration tree in the left pane, right-click on **Line** and select **New** → **SIP Line** from the pop-up list to add a new SIP line. Select the **Transport** tab in the right pane. For **ITSP Proxy Address**, enter the IP address of FaxFinder IP. Retain the default values for the remaining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



Select the **SIP URI** tab, and click **Add** to display the **New Channel** section. Select “Auto” for **Local URI**. Enter the SIP line number for **Incoming Group** and **Outgoing Group**. Set **Max Calls per Channel** to the desired maximum number of simultaneous faxes allowed by the FaxFinder IP license, in this case “2”. Retain the default values in the remaining fields.

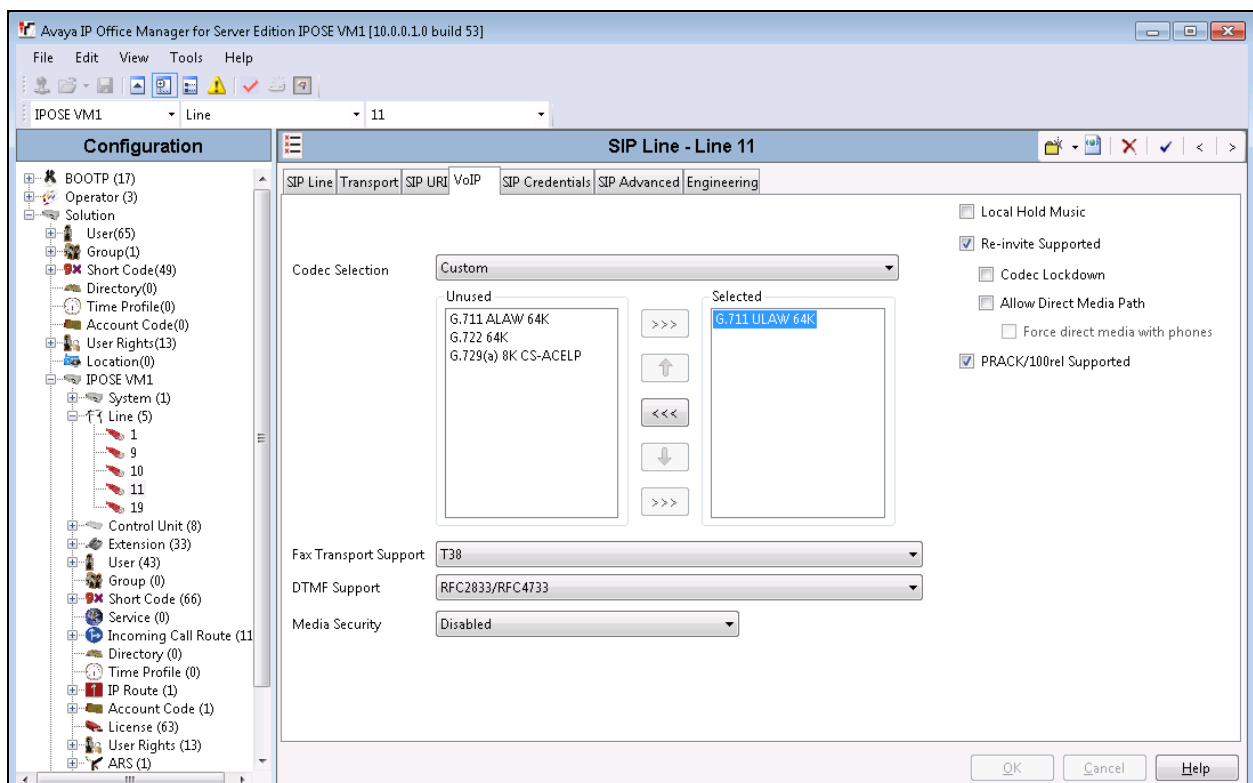


The screen is updated as shown below.



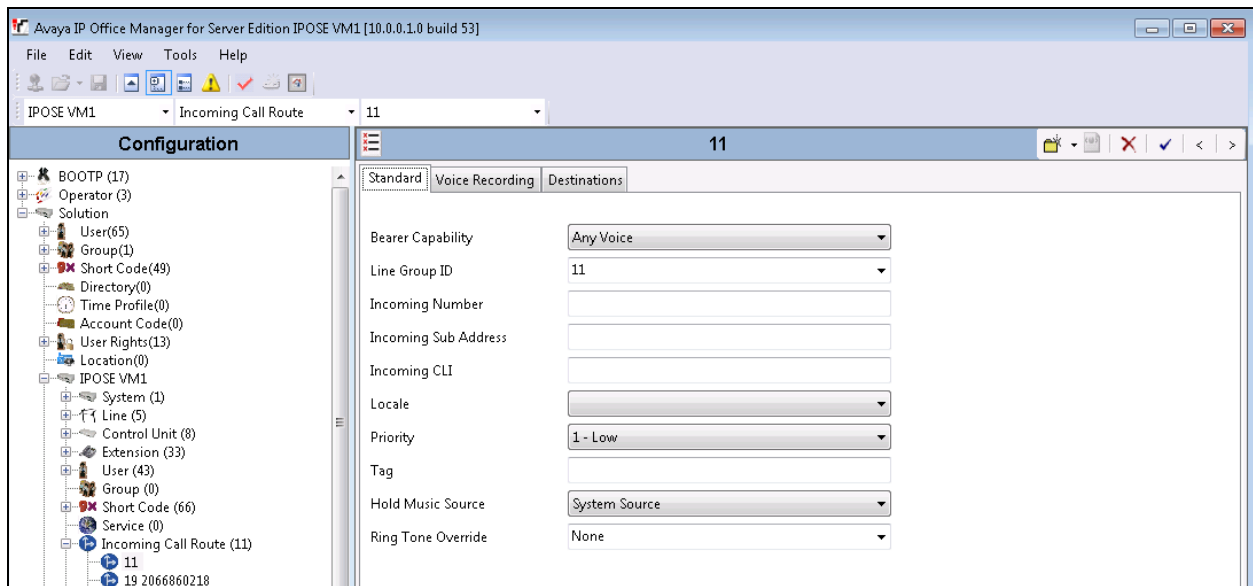
Select the **VoIP** tab. For **Codec Selection**, select “Custom” and select the applicable G.711 codec variant in the expanded list. Note that FaxFinder IP only supports the G.711 variants.

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

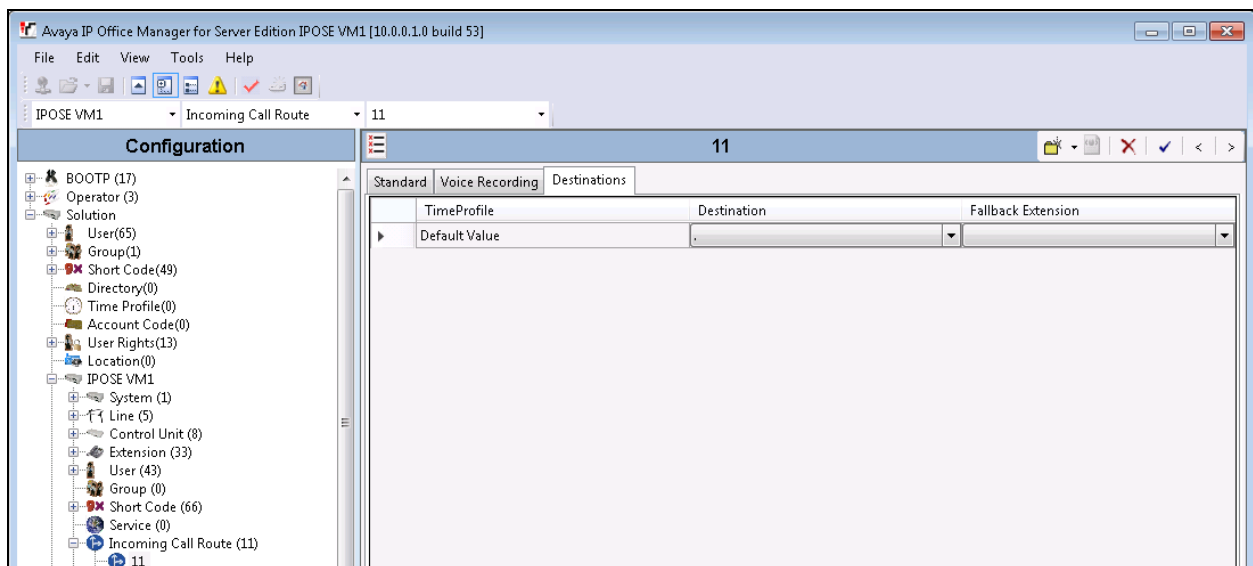


5.5. Administer Incoming Call Route

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** in the **Standard** tab, select the incoming group number from **Section 5.4**, which corresponds to the SIP line, in this case “11”.



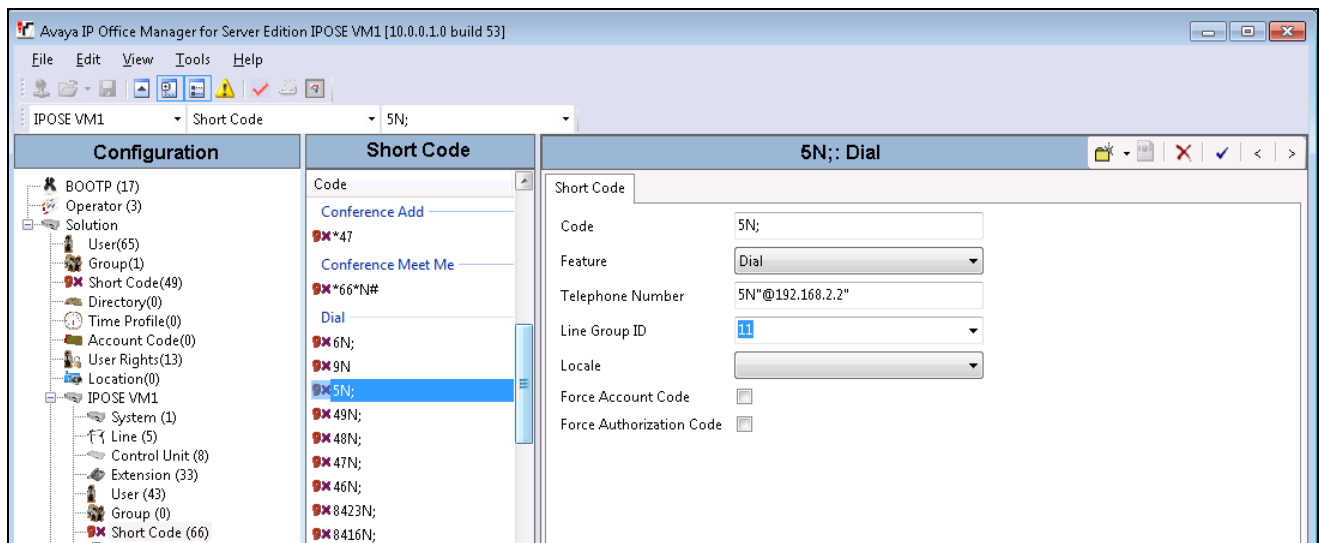
Select the **Destinations** tab. For **Destination**, enter “.” to match any dialed number from FaxFinder IP.



5.6. Administer Short Code

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code for fax calls to FaxFinder IP. In the compliance testing, users on IP Office are designated with fax numbers 5xxx, and the fax calls are routed over the SIP trunk to FaxFinder IP.

For **Code**, enter “5N;”. For **Feature**, select “Dial” from the drop-down list. For **Telephone Number**, enter the value shown below where “5N” is the short code and “192.168.2.2” is the IP address of FaxFinder IP. For **Line Group Id**, enter the outgoing group number from **Section 5.4**, which corresponds to the SIP line.




6. Configure MultiTech FaxFinder IP

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

- Launch FaxFinder Web Management
- Administer Network
- Administer Shares
- Administer Fax Provider
- Administer Inbound Routing
- Administer Users

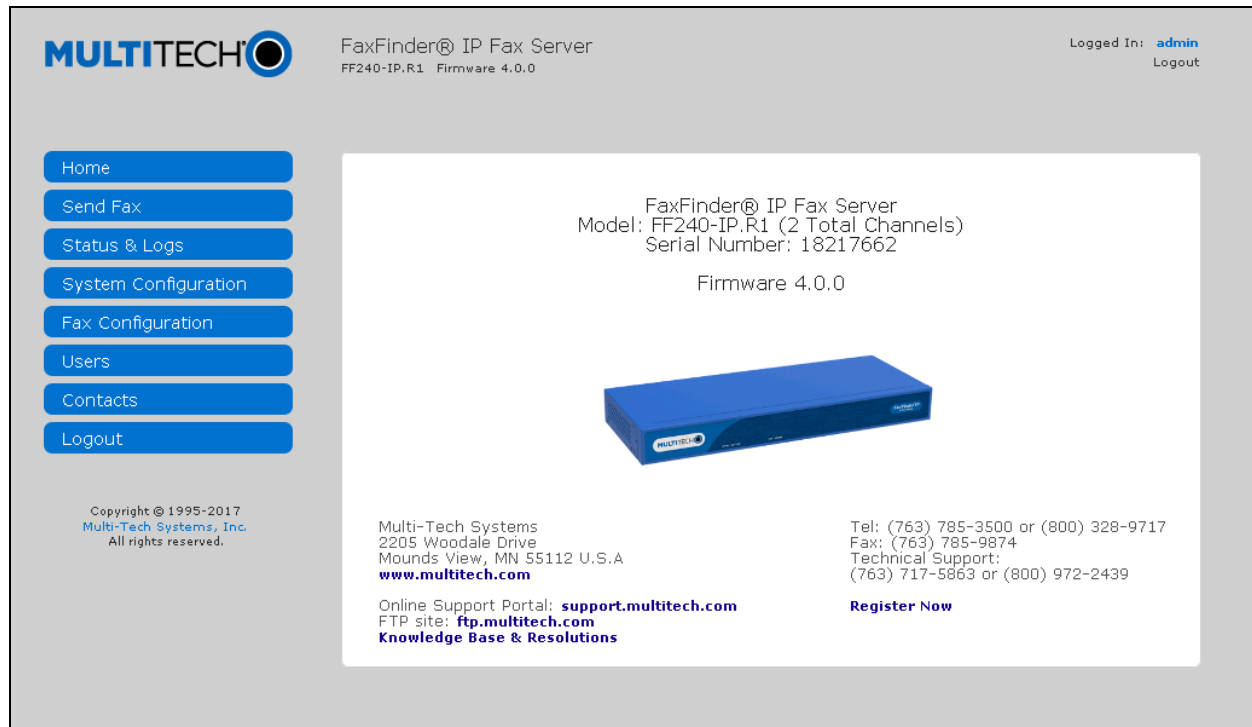
6.1. Launch FaxFinder Web Management

Launch the FaxFinder Web Management interface by using the URL “http://ip-address” in an Internet browser window, where “ip-address” is the IP address of FaxFinder IP. The **Login** screen below is displayed. Log in using the appropriate credentials.



The image shows the login interface for the MultiTech FaxFinder IP Fax Server v4.0.0. The interface has a light gray background with the MultiTech logo at the top. Below the logo, the text "FaxFinder® IP Fax Server v4.0.0" is displayed. In the center, there is a white login box containing two input fields: "Username:" with the value "admin" and "Password:". Below these fields is a blue "Login" button. At the bottom right of the login box, there is a link that says "Forgot Password?".

The screen below is displayed next.



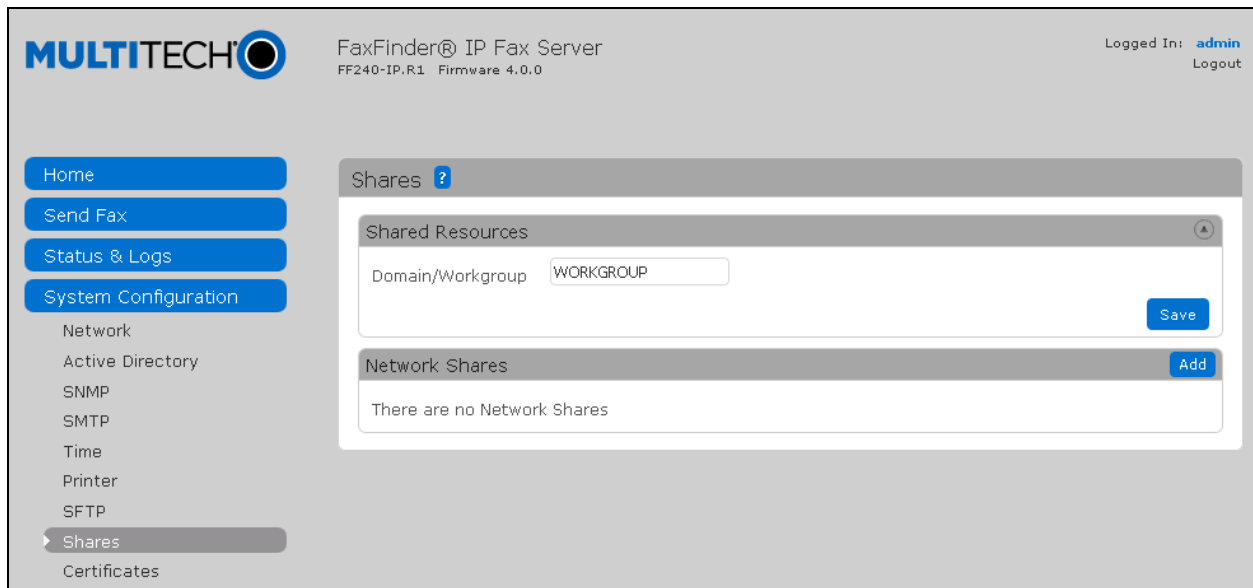
6.2. Administer Network

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



6.3. Administer Shares

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



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

The screenshot shows a dialog box titled 'Add Network Share' with a close button (X) in the top right corner. It contains four input fields: 'UNC / Location' with the value '//10.10.98.88/FaxFinder', 'Username' with the value 'administrator', 'Password' with masked characters (dots), and 'Confirm Password' with masked characters (dots). At the bottom right, there are two buttons: 'Save' and 'Cancel'.

6.4. Administer Fax Provider

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

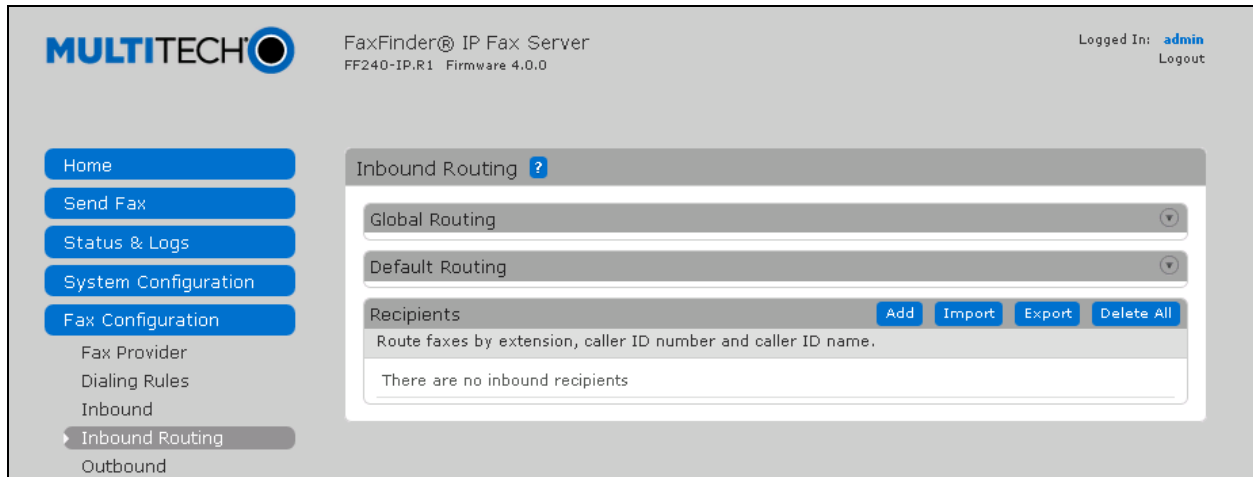
Note that: Fax Method should be not set as “T.38 Direct” otherwise the fax calls from and to the FaxFinder sever will fail.

The screenshot shows the 'Fax Provider Configuration' window. The left sidebar contains navigation buttons: Home, Send Fax, Status & Logs, System Configuration, Fax Configuration (selected), Users, Contacts, and Logout. Under 'Fax Configuration', 'Fax Provider' is highlighted, with sub-options: Dialing Rules, Inbound, Inbound Routing, Outbound, Outbound Approval, Cover Pages, Store & Forward (T.37), and Fax Log. The main configuration area is divided into three sections: 'Fax Provider', 'SIP', and 'T.38'. The 'Fax Provider' section has a 'Provider' dropdown set to 'SIP/T.38'. The 'SIP' section includes fields for Transport Protocol (UDP), Local Port (5060), SIP Proxy/Gateway (10.10.97.210), SIP Proxy Port (5060), SIP Domain, Loose Routing (radio buttons for on/off, with 'off' selected), Firewall Address, Authorization Required (checkbox), Use Registrar (checkbox), Username, Registrar, Password, Registrar Port (5060), Confirm Password, and Expires (3600 secs). The 'T.38' section includes Fax ID (FF240-IP.R1), Max Rate (14400), Fax Method (T.38 Re-Invite), Error Correction (radio buttons for on/off, with 'on' selected), Fax Codec (checkboxes for G.711 Alaw and G.711 uLaw, both checked), Dialing Rules (none), Jitter Buffer Delay (300 msecs), Redundancy Level (3), Max Datagram (948), Max Buffer (4000), Extension Length (0), Extension Source (SIP To Header), Channel Reservation (0 Inbound Only, 0 Outbound Only), and Extension Digits (Use All). A 'Save' button is at the bottom right.

Section	Field	Value
Fax Provider	Provider	SIP/T.38
	Transport Protocol	UDP
SIP	Local Port	5060
	SIP Proxy/Gateway	10.10.97.210
	SIP Proxy Port	5060
	SIP Domain	
	Loose Routing	on (off selected)
	Firewall Address	
	Authorization Required	<input type="checkbox"/>
	Use Registrar	<input type="checkbox"/>
	Username	
	Registrar	
T.38	Password	
	Registrar Port	5060
	Confirm Password	
	Expires	3600 (secs)
	Fax ID	FF240-IP.R1
	Max Rate	14400
	Fax Method	T.38 Re-Invite
	Error Correction	on (off selected)
	Fax Codec	<input checked="" type="checkbox"/> G.711 Alaw, <input checked="" type="checkbox"/> G.711 uLaw
	Dialing Rules	none
Jitter Buffer Delay	300 (msecs)	
Redundancy Level	3	
Max Datagram	948	
Extension Length	0	
Extension Source	SIP To Header	
Channel Reservation	0 Inbound Only, 0 Outbound Only	
Extension Digits	Use All	

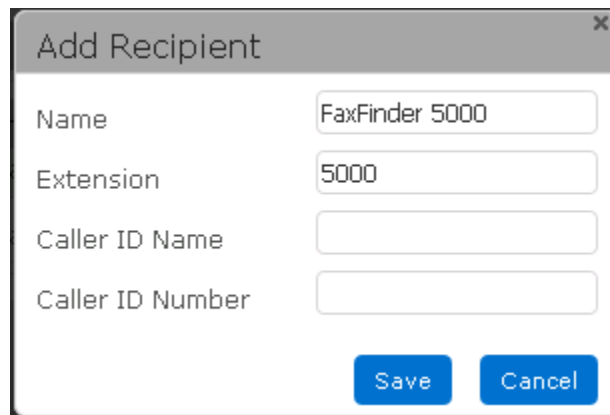
6.5. Administer Inbound Routing

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



The screenshot shows the 'Inbound Routing' configuration page of the FaxFinder® IP Fax Server. The page has a sidebar on the left with navigation links: Home, Send Fax, Status & Logs, System Configuration, Fax Configuration (selected), Fax Provider, Dialing Rules, Inbound, Inbound Routing (active), and Outbound. The main content area is titled 'Inbound Routing' and contains two dropdown menus: 'Global Routing' and 'Default Routing'. Below these is a 'Recipients' section with buttons for 'Add', 'Import', 'Export', and 'Delete All'. The text below the buttons reads: 'Route faxes by extension, caller ID number and caller ID name.' and 'There are no inbound recipients'.

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



The screenshot shows the 'Add Recipient' dialog box. It has four input fields: 'Name' (containing 'FaxFinder 5000'), 'Extension' (containing '5000'), 'Caller ID Name' (empty), and 'Caller ID Number' (empty). At the bottom right are 'Save' and 'Cancel' buttons.

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

MULTITECH

FaxFinder@ IP Fax Server
FF240-IP.R1 Firmware 4.0.0

Logged In: **admin**
Logout

Home
Send Fax
Status & Logs
System Configuration
Fax Configuration

Fax Provider
Dialing Rules
Inbound
Inbound Routing
Outbound
Outbound Approval
Cover Pages
Store & Forward (T.37)
Fax Log

Edit Recipient (Ext.: 5000)

Name: FaxFinder 5000
Extension: 5000
Caller ID Name:
Caller ID Number:
Save Cancel

Destinations Add

There are no destinations
Done

The **Add Destination** screen is displayed. The default setting is to send incoming faxes to the recipient's email. In the compliance testing, the destination was configured to use the shared folder method to store incoming faxes. Select "Share" from the drop-down box, and enter the path to a shared folder in the next field. The Enter Share field was set to *//10.10.98.88/FaxFinder/Fax5000*. Repeat this section to add an inbound routing recipient for each fax user.

MULTITECH

FaxFinder@ IP Fax Server
FF240-IP.R1 Firmware 4.0.0

Logged In: **admin**
Logout

Home
Send Fax
Status & Logs
System Configuration
Fax Configuration

Fax Provider
Dialing Rules
Inbound
Inbound Routing

Edit Destination (Ext.: 5000)

Destination Type: Share
Enter Share: //10.10.98.88/FaxFinder/Fax5000 Browse
Save Cancel

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

MULTITECH FaxFinder® IP Fax Server
FF240-IP.R1 Firmware 4.0.0

Logged In: **admin**
Logout

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

Inbound Routing ?

Global Routing
Default Routing

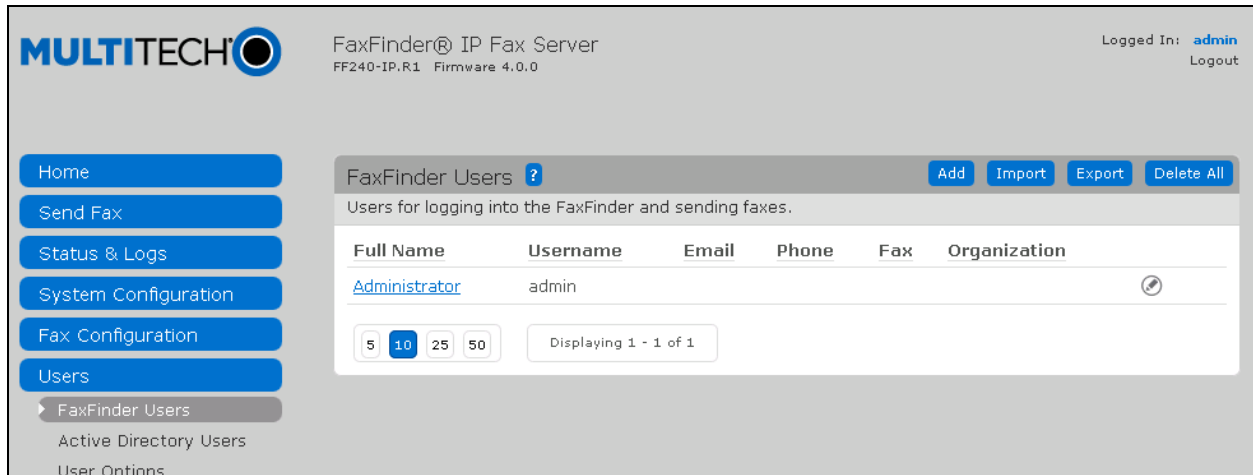
Recipients **Add** **Import** **Export** **Delete All**
Route faxes by extension, caller ID number and caller ID name.

Name	Extension	Caller ID Name	Caller ID Number	Fax Destinations
FaxFinder 5000	5000			Share: //10.10.98.88/FaxFinder /Fax5000
FaxFinder 5001	5001			Share: //10.10.98.88/FaxFinder /Fax5001

5 10 25 50
Displaying 1 - 2 of 2

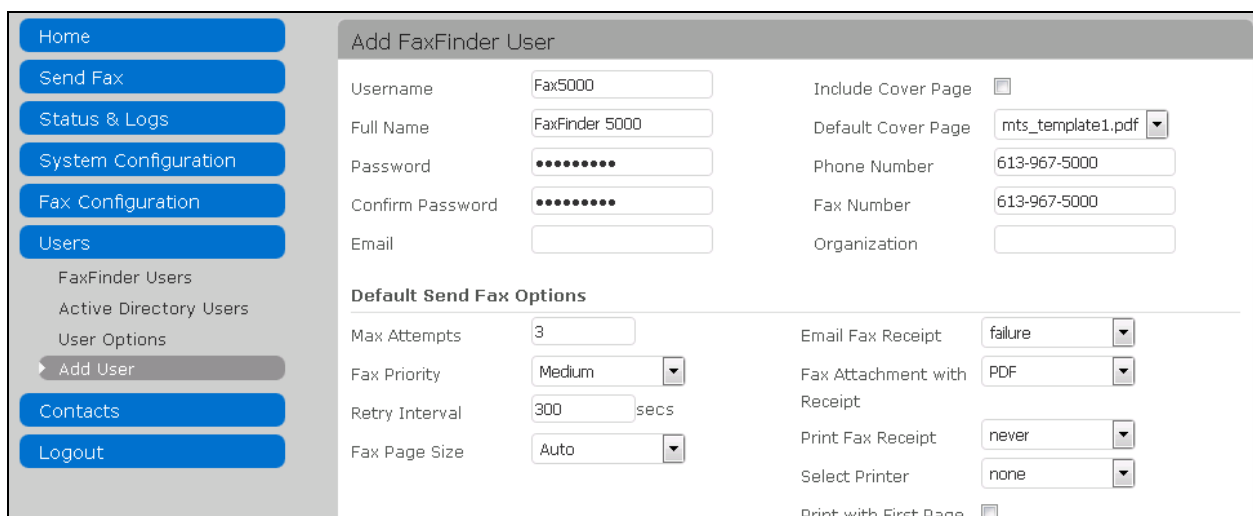
6.6. Administer Users

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



The screenshot shows the 'FaxFinder Users' interface. On the left is a navigation menu with buttons for Home, Send Fax, Status & Logs, System Configuration, Fax Configuration, and Users. Under 'Users', 'FaxFinder Users' is selected, with sub-options for Active Directory Users and User Options. The main area is titled 'FaxFinder Users' with a help icon and buttons for Add, Import, Export, and Delete All. Below the title is a description: 'Users for logging into the FaxFinder and sending faxes.' A table lists users with columns: Full Name, Username, Email, Phone, Fax, and Organization. One user is listed: 'Administrator' with username 'admin'. At the bottom of the table are pagination controls showing '5', '10' (selected), '25', and '50', and a message 'Displaying 1 - 1 of 1'. The top right of the page shows 'Logged In: admin' and a 'Logout' link. The page header includes the 'MULTITECH' logo and 'FaxFinder® IP Fax Server FF240-IP.R1 Firmware 4.0.0'.

The **Add FaxFinder User** screen is displayed next (shown below is the **Edit** screen since the user was previously configured). Enter descriptive values for **Username** and **Full Name**. Enter the desired value for **Password** and **Confirm Password**. Enter the full telephone and fax numbers for the user in the **Phone Number** and **Fax Number** fields, respectively. Other fields leave at default.



The screenshot shows the 'Add FaxFinder User' form. On the left is a navigation menu with buttons for Home, Send Fax, Status & Logs, System Configuration, Fax Configuration, and Users. Under 'Users', 'FaxFinder Users' is selected, with sub-options for Active Directory Users, User Options, and 'Add User' (selected). The main area is titled 'Add FaxFinder User'. It contains several input fields: Username (Fax5000), Full Name (FaxFinder 5000), Password (masked with dots), Confirm Password (masked with dots), Email (empty), Phone Number (613-967-5000), Fax Number (613-967-5000), and Organization (empty). There are also checkboxes for 'Include Cover Page' and 'Print with First Page'. Below these are 'Default Send Fax Options' with dropdown menus for Max Attempts (3), Fax Priority (Medium), Retry Interval (300 secs), Fax Page Size (Auto), Email Fax Receipt (failure), Fax Attachment with Receipt (PDF), Print Fax Receipt (never), and Select Printer (none). The top right of the page shows 'Logged In: admin' and a 'Logout' link. The page header includes the 'MULTITECH' logo and 'FaxFinder® IP Fax Server FF240-IP.R1 Firmware 4.0.0'.

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

The screenshot displays the MULTITECH FaxFinder IP Fax Server web interface. The top header includes the MULTITECH logo, the product name 'FaxFinder® IP Fax Server', the model 'FF240-IP,R1', the firmware version 'Firmware 4.0.0', and the user status 'Logged In: admin' with a 'Logout' link.

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

The main content area is titled 'FaxFinder Users' and includes a help icon (?). It features action buttons: Add, Import, Export, and Delete All. Below the title, a subtitle reads 'Users for logging into the FaxFinder and sending faxes.'

A table lists the current users:

Full Name	Username	Email	Phone	Fax	Organization
Administrator	admin				
FaxFinder_5000	Fax5000		613-967-5000	613-967-5000	
FaxFinder_5001	Fax5001		614-967-5001	614-967-5001	

Below the table, there are pagination controls showing '5', '10' (selected), '25', and '50' items per page, and a status message 'Displaying 1 - 3 of 3'.

7. Verification Steps

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

7.1. Verify MultiTech FaxFinder IP

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

The **Sender Information** section is populated automatically.

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

The screenshot displays the MultiTech FaxFinder IP Fax Server web interface. The top header includes the MultiTech logo, the text "FaxFinder® IP Fax Server FF240-IP.R1 Firmware 4.0.0", and the login status "Logged In: Fax5000 Logout". A left sidebar contains navigation buttons: Home, Send Fax, Status & Logs, User, Contacts, and Logout. Below the sidebar is a copyright notice: "Copyright © 1995-2016 Multi-Tech Systems, Inc. All rights reserved." The main content area is titled "Send Fax" with a help icon. It contains two sections: "Sender Information" and "Recipient Information". The "Sender Information" section has fields for Name (FaxFinder 5000), Organization, Phone Number (613-967-5000), Fax Number (613-967-5000), and Email Address. The "Recipient Information" section has a "Find Recipient" dropdown (set to "Enter Recipient Info and save as Personal Contact"), a "Contact/Group" dropdown (set to "Select Contact/Group"), and fields for Name (Fax 5001), Organization/Description, Fax Number (5001), and Phone Number. An "Add Recipient" button is located at the bottom right of the "Recipient Information" section.

Sender Information	
Name	FaxFinder 5000
Organization	
Phone Number	613-967-5000
Fax Number	613-967-5000
Email Address	

Recipient Information	
Find Recipient	Enter Recipient Info and save as Personal Contact
Contact/Group	Select Contact/Group
Name	Fax 5001
Organization/Description	
Fax Number	5001
Phone Number	

Add Recipient

Scroll down the screen to the **Cover Page Information** section. Modify this section as desired. In the **Attachments** section, click **Browse** to select any desired attachment. Click **Send Fax**.

Recipients

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

Cover Page Information

Include cover page with this fax? ☒ Yes ☐ No

Select Cover Page mts_template1.pdf

Subject

Comments

Attachments

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


Attachment Browse... Fax_2_Pages.pdf

[Add Another Attachment](#)

Options

[Send Fax](#)

Under **Status & Logs**, select **Fax Status** to display the screen below. In the **Channel Status** section, verify that there is a channel with a **State** of “Sending”. In the **Outbound Fax Status** section, verify that there is an entry showing the active fax with a **State** of “sending”, and that the **Sender** and **Recipient** fields display proper information.



FaxFinder® IP Fax Server
FF240-IP.R1 Firmware 4.0.0

Logged In: **Fax5000**
[Logout](#)

[Home](#)
[Send Fax](#)
[Status & Logs](#)

System Status
Fax Status
Inbound Fax Log
Outbound Fax Log

[User](#)
[Contacts](#)
[Logout](#)

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Fax Status ?

Channel Status

#	State	Pages	Fax	Connect Time
1	Receiving	1	5001	12/22/2016 11:52:47 PM
2	Sending	1	5001	12/22/2016 11:52:47 PM

Baud Rate:14400 ECM:disabled Line Encoding:MMR Resolution:Fine ModulationV17
Remote ID:FF240-IP.R1

Last updated: 11:54:41

Inbound Fax Status

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

Outbound Fax Status

[Send Now](#)
[Abort](#)

<input type="checkbox"/>	State	Created At	Scheduled For	Sender	Fax Details
<input type="checkbox"/>	preprocessing	12/22/2016 11:52:38 PM	12/22/2016 11:52:38 PM	Fax5000 (FaxFinder 5000)	Sample of se... (1 page)

☐ Auto Refresh

Last updated: 11:54:05

7.2. Verify Avaya IP Office

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

The **IP Office System Status** screen is displayed. Expand **Trunks** in the left pane and select the SIP line from **Section 5.4**, in this case “11”.

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

The screenshot displays the Avaya IP Office System Status application. The left-hand navigation pane shows a tree structure with categories like System, Alarms, Extensions, Trunks, Active Calls, Resources, Licenses, Networked Licenses, Directory, Control Unit Audit, Voicemail, IP Networking, and Locations. The 'Trunks' category is expanded, and 'Line: 11' is selected. The main content area is titled 'SIP Trunk Summary' and shows the following details:

- Line Service State: In Service
- Peer Domain Name: sip://192.168.2.2
- Resolved Address: 192.168.2.2
- Line Number: 11
- Number of Administered Channels: 8
- Number of Channels in Use: 2
- Administered Compression: G711 Mu
- Enable Faststart: Off
- Silence Suppression: Off
- Media Stream: RTP
- Layer 4 Protocol: UDP
- SIP Trunk Channel Licenses: 1024
- SIP Trunk Channel Licenses in Use: 2
- SIP Device Features: 0.2%

Below the summary is a table showing the status of individual channels:

Channel Number	URI G...	Call Ref	Current State	Time in State	Remote Media Add...	Codec	Connecti...	Caller ID or Diale...	Other Party on Call	Direction of Call	Round Trip Delay	Receive Jitter	Receive Packet ...	Transmit Jitter	Transmit Packet ...
1	1	250	Connected	00:03:31	192.168.2.2	T38 ...	RTP Relay	613-967...	Line: 11 SIP sip://	Incoming	0ms	0ms	0%	0ms	0%
2	0	250	Connected	00:03:31	192.168.2.2	T38 ...	RTP Relay		Line: 11 SIP sip://	Outgoing	0ms	0ms	0%	0ms	0%
3			Idle	10 days ...											
4			Idle	10 days ...											
5			Idle	10 days ...											
6			Idle	10 days ...											
7			Idle	10 days ...											

At the bottom of the application, there are buttons for Trace, Trace All, Pause, Ping, Call Details, Graceful Shutdown, Force Out of Service, Print..., and Save As... The status bar at the bottom right shows the time as 11:56:38 PM and the system is Online.

8. Conclusion

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

9. Additional References

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

- [1] *Administering Avaya IP Office Platform with Manager*. Release 10, September 2016
- [2] *FaxFinder IP Administrator User Guide*, available at <http://www.multitech.com>

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