



Multi-Tech FaxFinder Setup Application Notes

Version 1.0

January 6, 2010

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Muti-Tech FaxFinder Allworx Support

Introduction:

With Multi-Tech FaxFinder server support users will be able to securely receive Faxes via email. The fax can be emailed to a user based on either the a system extension (non-DNIS) or dialed number (DNIS).

Prerequisites:

- Allworx Server must be running release 7.1 or newer with FXS ports connected to the Multi-tech FaxFinder
- Allworx user accounts for fax recipients must be setup and working properly
- Multi-Tech FaxFinder
- Fax Outside Line(s) suitable for FAX

Key Notes:

- Based on the Multi-Tech FaxFinder Model: FF220, release 1.04g

Configuration:

A user can receive a fax by email when the fax is sent to either the DNIS or system extension (non-DNIS).

Allworx System Set Up Procedure

To configure the Allworx System for use with the FaxFinder, follow the procedure below.

1) Create an extension that routes to the FaxFinder:

- a) From the Phone System / Extensions page click the [add new Extension](#) link
- b) Enter a System Extension (e.g. 240) and a Description (e.g. Fax Outside Line)
- c) Click the **Add** button

Note: For non-DNIS routing, an extension will need to be created for each user who will be receiving a fax by email.

2) Create an Analog Handset for each port the FaxFinder supports with the following configuration:

- a) Navigate to the Phone System / Handsets page
- b) Under the Analog Handsets section, select the [New Analog Handset](#) link next to an available Port
- c) Owner: {none}
- d) Extension: ---
- e) Caller ID Number: (Select the Fax Outside Line extension)
- f) Caller ID Name: (e.g. Fax Line 1)
- g) Description: (e.g. Fax Line 1)
- h) Click the **Add** button
- i) Select the [Modify](#) link for the fax analog port
- j) Disable Provide Hold Music
- k) Disable Message Waiting Stutter Dialtone

- l) Auto Answer DTMF String: \$n7
Note: For non-DNIS routing, enter either \$x3 or \$x4 (based on extension length).

3) Add a connection attempt to route the extension created in step 2 to the port the FaxFinder is connected to:

- a) Navigate to the Phone System / Extensions page
- b) Select the View Call Routes link for each fax extension (created in step 1)
- c) Under the Call Routes section, select the Modify link
- d) Select add a connection attempt
- e) Choose the Fax Analog Handset (created in step 2) from the drop down menu
- f) Choose 6 for the number of ring
- g) Select the **Update** button

Note: For non-DNIS routing, these steps must be repeated for each system extension created in step 2.

4) Configure an outside line (CO or DID) to route an incoming call to the fax extension:

CO Line

- Configure a CO line to route the call to the fax extension:
 - Navigate to the Phone System / Outside Lines page
 - Under the Analog (CO) Lines section, select the New FXO Line link
 - Enter a Description for the outside line
 - Click the **Add** button
 - Select the Modify link of the newly created Fax line
 - Under the Call Route section, select the Extension radio button.
 - Select the fax extension created (created in step 1) from the drop down menu
 - Click the **Update** button.

Note: For non-DNIS routing, multiple CO lines are required in order to route one to each system extension created in step 1.

DID Line

- Configure a DID line to route the call to the fax extension:
 - Select the add new DID block link
 - Enter the Starting Phone Number of the block of fax numbers
 - Enter the Total number of phone numbers in the DID Block
 - Choose make new Routing Plan for the DID Routing Plan
 - Click the **Add** button.
 - Under Direct Inward Dial Routing Plans section, select the Detail link of the newly created Routing Plan
 - Select the modify link
 - Enter a Description
 - For the Default Extension, select the fax extension (created in step 1) from the drop down menu
 - Enter a Default DNIS Name
 - Click the **Update** button

Note: For non-DNIS routing, a phone number must be mapped to each extension created in step 1.

FaxFinder Setup Procedure

To configure the Multi-Tech FaxFinder for use with the Allworx Server, follow the procedure below.

Default access information:

- Static IP: 192.168.2.1
- Gateway: 192.168.2.255
- Login Name: admin
- Password: admin

- 1) Select the Administration link at the top of the page
 - a) Change the default IP Configuration to place the FaxFinder on the network:
 - IP Address: Static IP address for the FaxFinder
 - Subnet Mask: 255.255.255.0
 - Name Server: (e.g. 192.168.2.254)
 - Hostname: Domain Name of FaxFinder
 - Default Gateway: IP address of the Allworx server

Administration: IP Configuration			
IP Address	<input type="text" value="192.168.2.100"/>	Hostname	<input type="text" value="FF220"/>
Subnet Mask	<input type="text" value="255.255.255.0"/>	Default Gateway	<input type="text" value="192.168.2.254"/>
Name Server	<input type="text" value="192.168.2.254"/>	Secondary Name Server	<input type="text"/>
<input type="button" value="update"/>			

- b) Configure the SMTP Configuration to allow the FaxFinder to send faxes as emails:
 - Active Email Server: Primary SMTP Server
 - FaxFinder Email Address: username and the domain name configured on the Allworx server (e.g. faxfinder@allworx.inscitek.com)
 - SMTP Server Address: IP address of Allworx server
 - SMTP Port: 25
 - Fax Output Format: PDF

Administration: SMTP Configuration

Active Email Server	Primary SMTP Server	FaxFinder Email Address	faxfinder@allworxb324x.allwc
SMTP Server Address	192.168.2.254	SMTP Port	25
SMTP Server User ID		SMTP Password	
SMTP Password		Retype SMTP Password	
Backup SMTP Server		Backup SMTP Port	25
Backup SMTP User ID		Backup SMTP Password	
Backup SMTP Password		Retype Backup Password	
Email Size Limit	2000 K bytes		
Email Admin on Failed Fax	<input type="checkbox"/>		
Send Fax Email Receipt	<input checked="" type="checkbox"/>		
Include Fax Details	<input checked="" type="checkbox"/>		
Fax Output Format	PDF		
<input type="button" value="update"/>			

2) Set up the phone book with the user and email address:

- a) Select Phone Book link at the top of the page
- b) Change the email address for admin , POTS Line 1, and POTS 2, to your System Administrator’s email address (e.g. admin@allworx.inscitek.com)
- c) Click the **Update** button to the right of each
- d) For each DNIS fax recipient enter the following information:
 - Name: Full name of the user (e.g. Fred Flintstone)
 - User ID: User’s Allworx Login Name (e.g. fflintstone)
 - Email Address: User’s email address (e.g. fflintstone@allworx.inscitek.com)
 - Ext #: Users fax phone number without area code
 Note: For non-DNIS routing, enter the system extension associated with each user (see figure 2b)
 - Click the add button

Phone Book: Displaying Records 1 - 5 of 5

Name	User ID	Email Address	Ext #	Function
admin	admin	admin@allworx.inscitek.com		<input type="button" value="Update"/>
POTS Line1		admin@allworx.inscitek.com		<input type="button" value="Update"/>
POTS Line2		admin@allworx.inscitek.com		<input type="button" value="Update"/>
Fred Flintstone	fred	fred@allworx.inscitek.com	5557486	<input type="button" value="Update"/> <input type="button" value="Delete"/>
Barney Rubble	barney	barney@allworx.inscitek.com	5557487	<input type="button" value="Update"/> <input type="button" value="Delete"/>
				<input type="button" value="add"/>

Figure 2a

Phone Book: Displaying Records 1 - 5 of 5				
Name	User ID	Email Address	Ext #	Function
admin	admin	admin@allworx.inscitek.com		<input type="button" value="Update"/>
POTS Line1		admin@allworx.inscitek.com		<input type="button" value="Update"/>
POTS Line2		admin@allworx.inscitek.com		<input type="button" value="Update"/>
Fred Flintstone	fred	fred@allworx.inscitek.com	240	<input type="button" value="Update"/> <input type="button" value="Delete"/>
Barney Rubble	barney	barney@allworx.inscitek.com	241	<input type="button" value="Update"/> <input type="button" value="Delete"/>
				<input type="button" value="add"/>

Figure 2b

3) Define the routing for the FaxFinder in the Modem Configuration section:

- a) Select the Modem Config link at the top of the page
- b) Modem: All Modems
- c) Country Code: United States
- d) Routing: User Defined
- e) Routing Definition: \$x7 – last seven digits of DNIS number sent to FaxFinder
- f) Max DTMF Digits: 7 – length of DNIS digits

For non-DNIS routing (see figure 3b):

- Routing Definition: \$x3 – if using 3-digit extensions on the server
\$x4 – if using 4-digits extensions on the server
- Max DTMF Digits: 3 – three digit extension length
4 – four digit extension length

g) Click the **Update** button.

Modem Configuration			
Modem	<input type="text" value="All Modems"/>		
Country Code	<input type="text" value="UnitedStates"/>		
Answer On	<input type="text" value="2 ring(s)"/>	Max DTMF Digits	<input type="text" value="7"/>
Routing	<input type="text" value="User Defined"/>	Fax ID	<input type="text" value="POTS modem 1"/>
Routing Definition	<input type="text" value="\$x7"/> Key Description		
Max Baud Rate	<input type="text" value="14400"/>	Error Correction	<input type="radio"/> off <input checked="" type="radio"/> on
Tone Dial	<input type="radio"/> off <input checked="" type="radio"/> on	Smart Dial	<input type="radio"/> off <input checked="" type="radio"/> on
Dial prefix	<input type="text"/>	Fax Direction	<input checked="" type="radio"/> both <input type="radio"/> inbound <input type="radio"/> outbound
Fax Debugging	<input checked="" type="radio"/> off <input type="radio"/> on		
Init String	<input type="text"/>		
<input type="button" value="update"/>			

Figure 3a

Modem Configuration			
Modem	<input type="text" value="All Modems"/>		
Country Code	<input type="text" value="UnitedStates"/>		
Answer On	<input type="text" value="2 ring(s)"/>	Max DTMF Digits	<input type="text" value="7"/>
Routing	<input type="text" value="User Defined"/>	Fax ID	<input type="text" value="POTS modem 1"/>
Routing Definition	<input type="text" value="\$x3"/> Key Description		
Max Baud Rate	<input type="text" value="14400"/>	Error Correction	<input type="radio"/> off <input checked="" type="radio"/> on
Tone Dial	<input type="radio"/> off <input checked="" type="radio"/> on	Smart Dial	<input type="radio"/> off <input checked="" type="radio"/> on
Dial prefix	<input type="text"/>	Fax Direction	<input checked="" type="radio"/> both <input type="radio"/> inbound <input type="radio"/> outbound
Fax Debugging	<input checked="" type="radio"/> off <input type="radio"/> on		
Init String	<input type="text"/>		
<input type="button" value="update"/>			

Figure 3b