
FaxFinder[®]

V.34 Fax Server

Reference Guide for Inter-Operation with Avaya IP Office

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FaxFinder Reference Guide (Inter-Operation with Avaya IP Office PBXs)

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Record of Revisions

Revision	Date	Description
A	07/15/05	Initial Release
B	11/22/05	Order of setup procedure revised.
C	04/16/07	Updated Technical Support contact list.

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Patents

This device is covered by one or more of the following patents: 6,031,867; 6,012,113; 6,009,082; 5,905,794; 5,864,560; 5,815,567; 5,815,503; 5,812,534; 5,809,068; 5,790,532; 5,764,628; 5,764,627; 5,754,589; D394,250; 5,724,356; 5,673,268; 5,673,257; 5,644,594; 5,628,030; 5,619,508; 5,617,423; 5,600,649; 5,592,586; 5,577,041; 5,574,725; D374,222; 5,559,793; 5,546,448; 5,546,395; 5,535,204; 5,500,859; 5,471,470; 5,463,616; 5,453,986; 5,452,289; 5,450,425; D361,764; D355,658; D355,653; D353,598; D353,144; 5,355,365; 5,309,562; 5,301,274. Other patents pending.

World Headquarters

Multi-Tech Systems, Inc.
2205 Woodale Drive
Mounds View, Minnesota 55112 U.S.A.
Fax (763) 785-9874
<http://www.multitech.com>

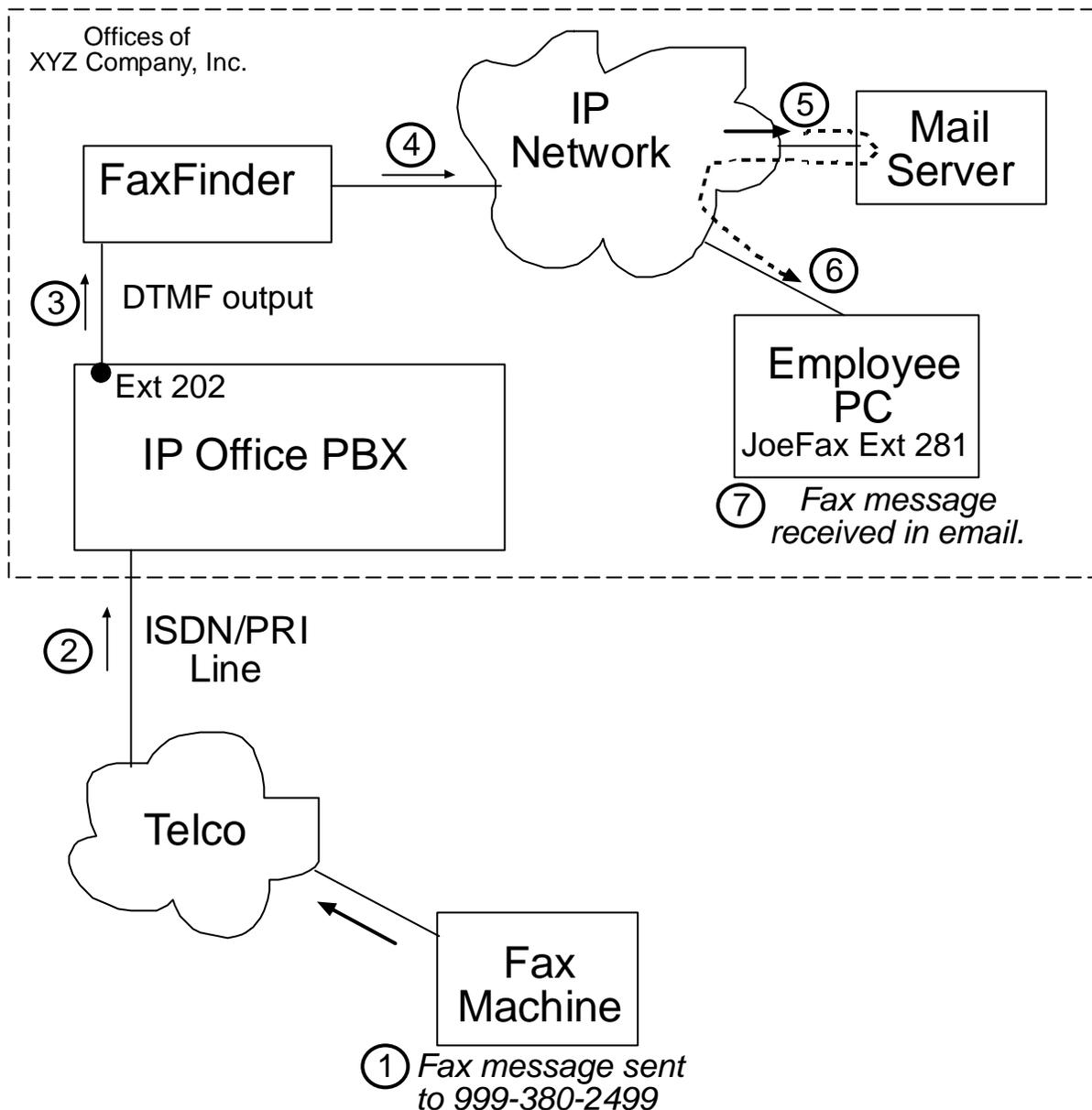
Technical Support

Country	By Email	By Phone
Europe, Middle East, Africa:	support @multitech.co.uk	+(44) 118 959 7774
U.S., Canada, all others:	support @multitech.com	(800) 972-2439 or (763) 717-5863

Introduction

This manual describes how the MultiTech FaxFinder can inter-operate with the Avaya IP Office PBX. We show here an example situation in which these two devices are used together followed by simple instructions for connecting the cable(s) between the PBX and the FaxFinder. In the sequence of software-screen illustrations that follows, we show the configuration of both devices and how an incoming fax traverses the system.

XYZ Example

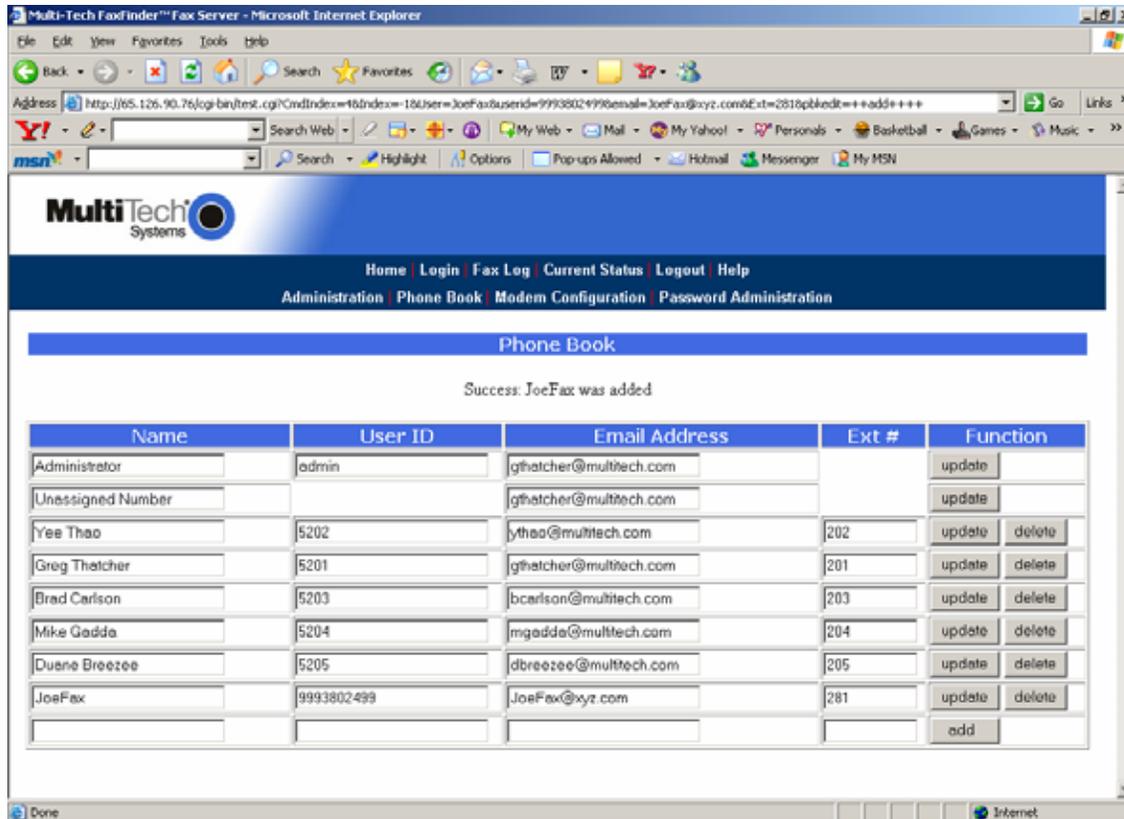


Connecting the FaxFinder to the IP Office Switch

Connect cable(s) between a "POT#" connector(s) on the front of the IP Office unit and a POTS connector (labeled Line 1/2 or POTS Line) on the back of the FaxFinder (FF100 or FF200).

Configuring the FaxFinder for Inter-Operation -- The XYZ Example

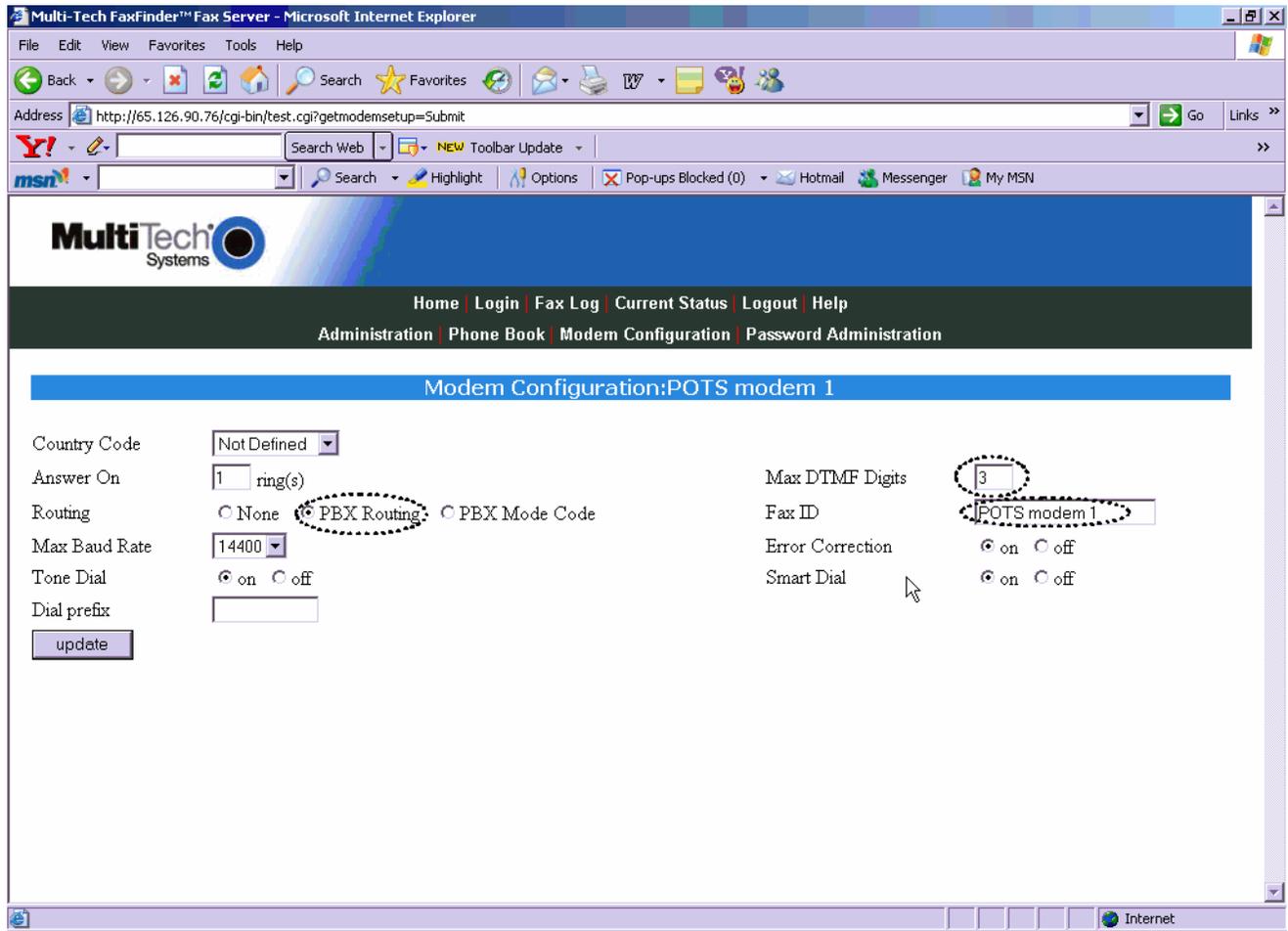
Enter client users in FaxFinder Phone Book.



Set **Routing** field to PBX Routing.

Set **Max DTMF Digits** field to 3.

Set **Fax ID** field to POTS Modem 1/2.



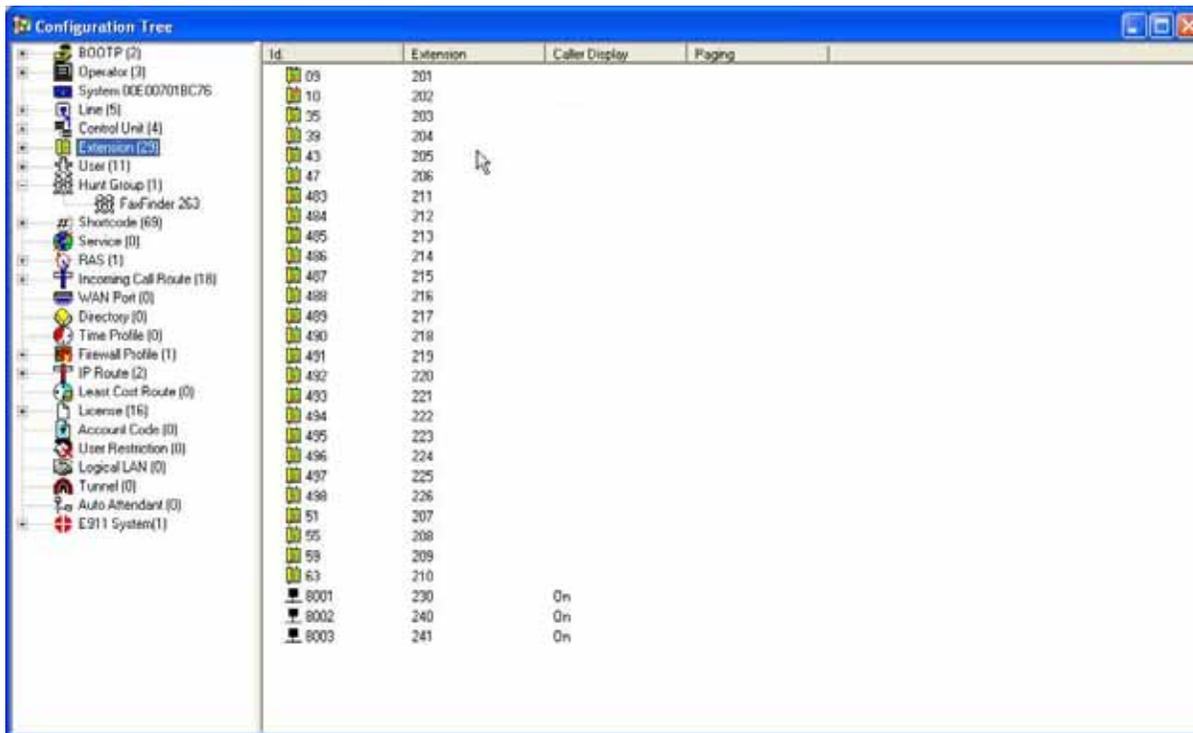
Open the extension that will be plugged into the FaxFinder fax server and label the extension as on having a faxing function.

The screenshot shows a configuration window titled "User InboundFax". The window has a blue title bar and a tabbed interface. The "User" tab is selected. The form contains the following fields and options:

- Name: InboundFax
- Ex Directory:
- Password: [Empty text box]
- Confirm Password: [Empty text box]
- Full Name: InboundFax
- Extension: 202
- Locale: [Empty text box]
- Priority: 5
- Restrictions: [Empty dropdown menu]
- Phone Manager Type: Lite
- Book with Conference Centre in Phone Manager:

At the bottom right, there are three buttons: OK, Cancel, and Help.

In the Configuration Tree, select **Extension**.

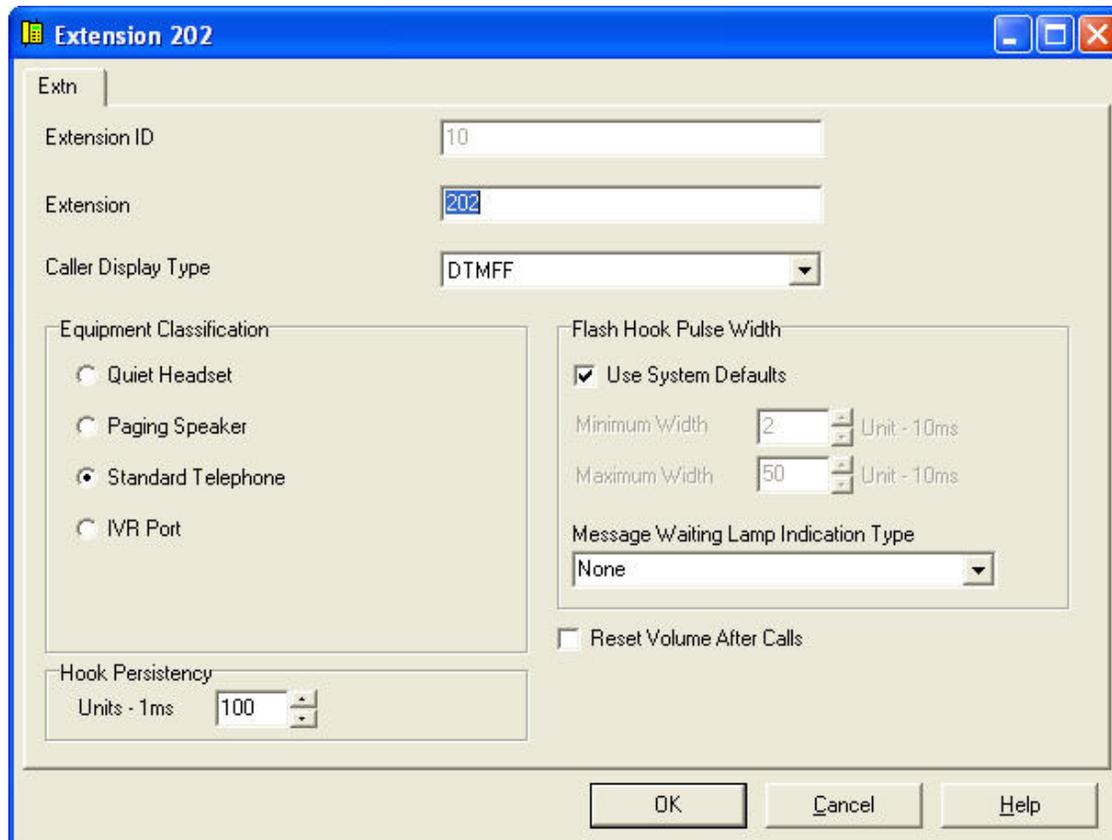


Specify the **Extension** to be connected to the FaxFinder.

Set the **Caller Display Type** field to DTMFF.

These settings determine the type of DTMF signaling that the IP Office PBX will present to the FaxFinder.

You will need to assign an extension for every port on the FaxFinder.

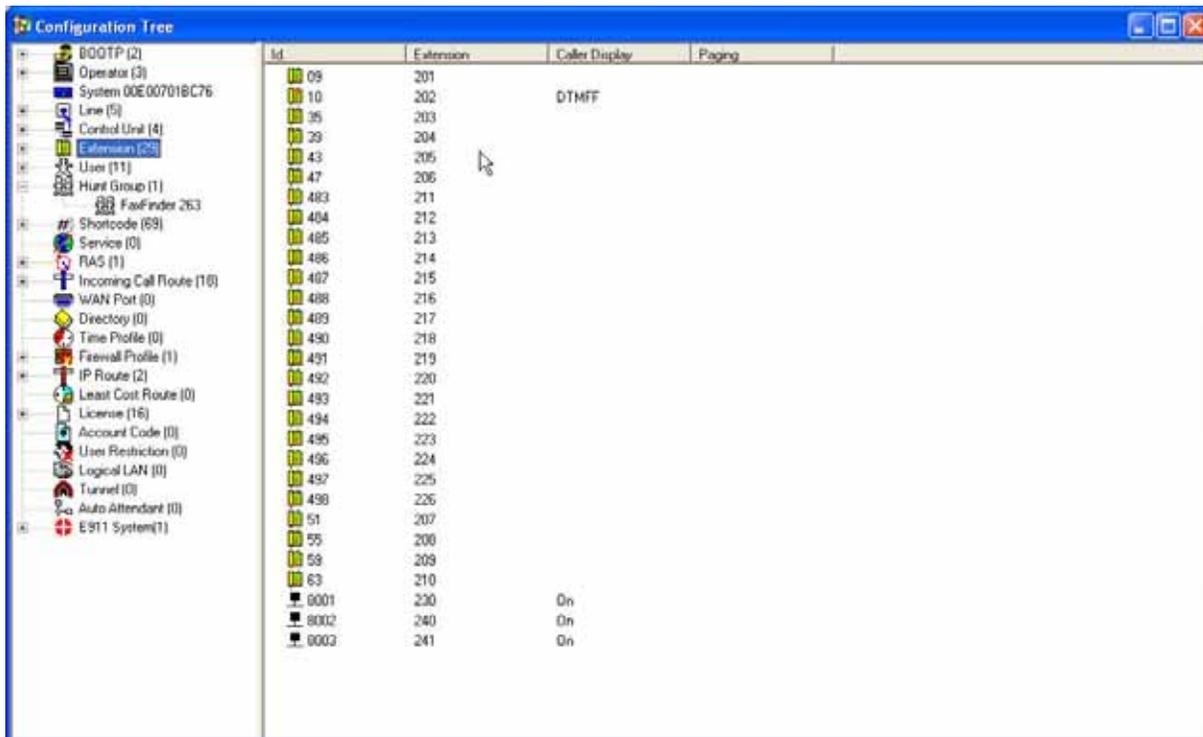


The screenshot shows a configuration window titled "Extension 202". The window contains the following fields and options:

- Extn**: A tabbed interface with "Extn" selected.
- Extension ID**: A text box containing "10".
- Extension**: A text box containing "202".
- Caller Display Type**: A dropdown menu set to "DTMFF".
- Equipment Classification**: A group box containing four radio buttons:
 - Quiet Headset
 - Paging Speaker
 - Standard Telephone
 - IVR Port
- Flash Hook Pulse Width**: A group box containing:
 - Use System Defaults
 - Minimum Width**: A spin box set to "2" with "Unit: 10ms" to its right.
 - Maximum Width**: A spin box set to "50" with "Unit: 10ms" to its right.
 - Message Waiting Lamp Indication Type**: A dropdown menu set to "None".
- Reset Volume After Calls
- Hook Persistency**: A group box containing "Units - 1ms" and a spin box set to "100".

At the bottom of the window are three buttons: "OK", "Cancel", and "Help".

The extension's new configuration will appear in the **Extension** list of the Configuration Tree.

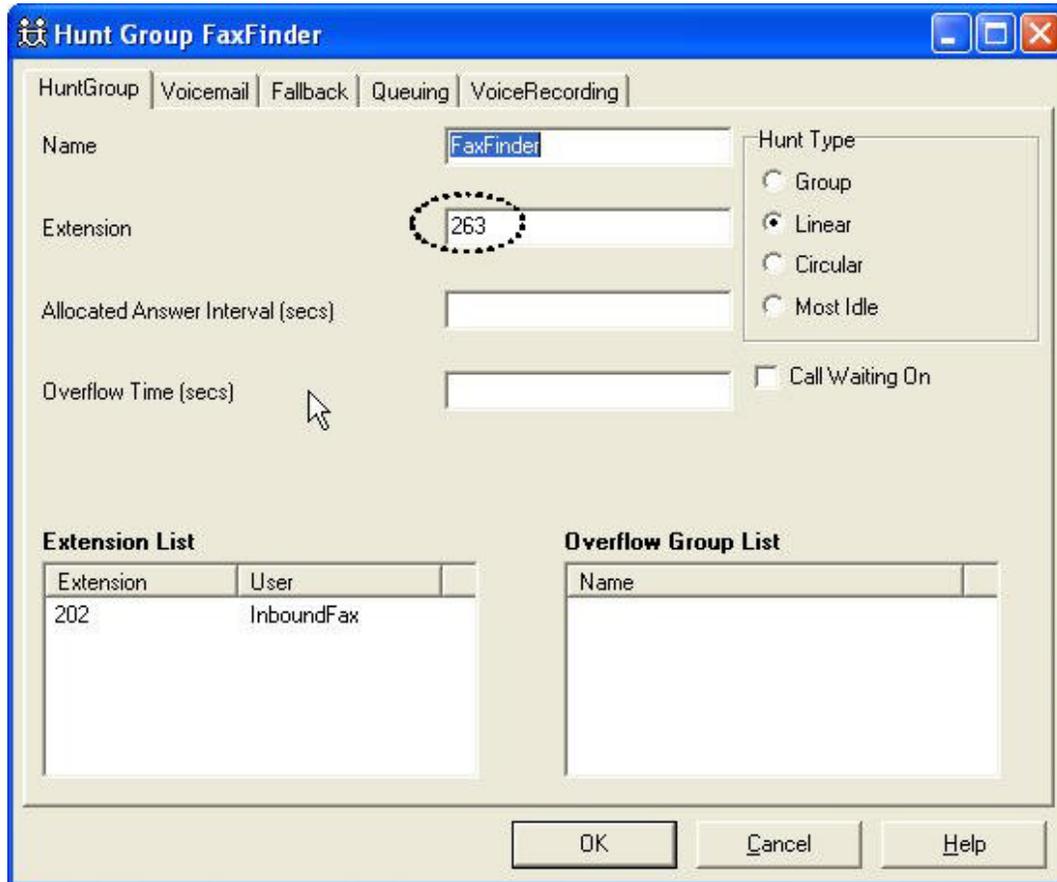


Configuring the IP Office PBX for Inter-Operation -- The XYZ Example

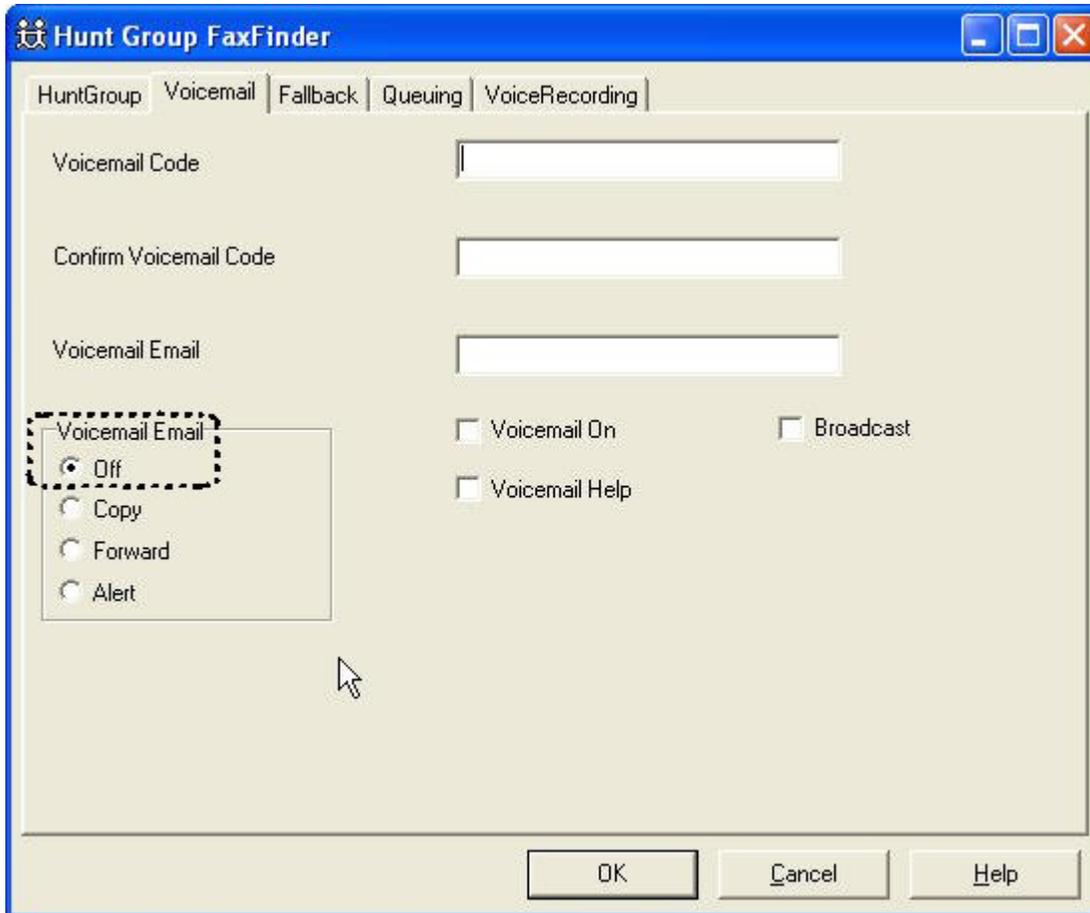
In the **Hunt Group** menu, create a hunt-group with a useful name (here it's simply "FaxFinder").

Notice that "263" is a virtual extension.

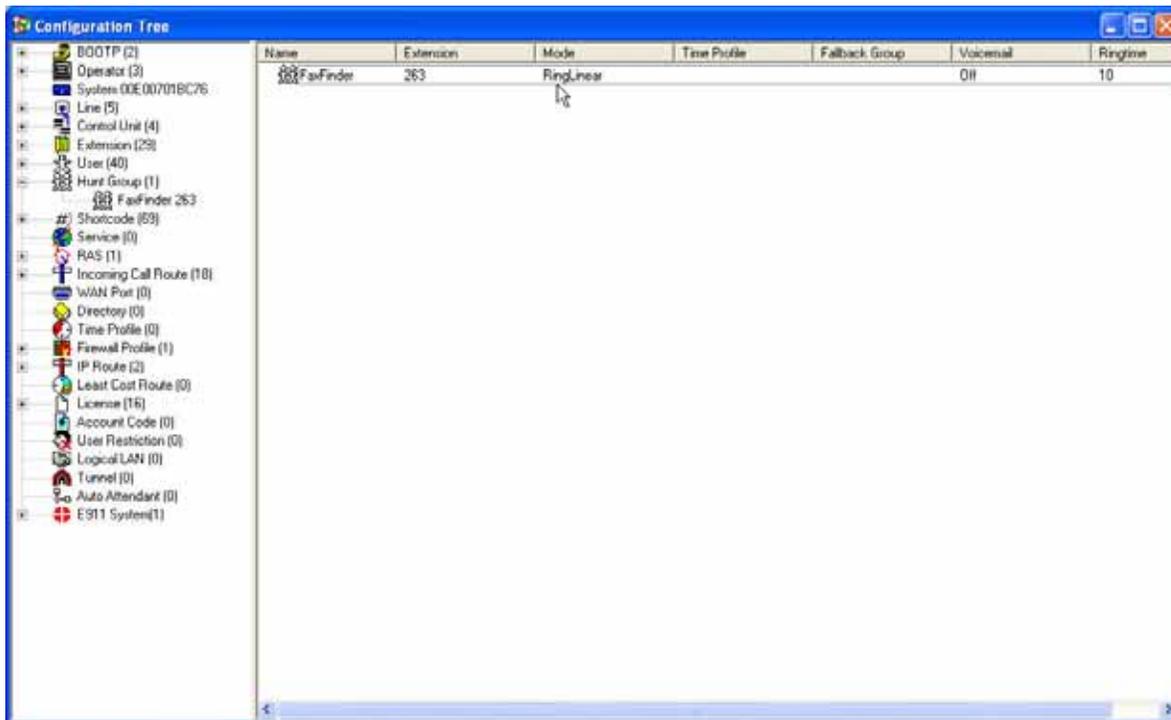
Extension "202" is a physical extension plugged into the FaxFinder server. The "Extension List" pane describes the case of a single-port FaxFinder server (the FF100). If a FaxFinder with multiple analog ports is used, there will be multiple entries in the "Extension List" pane.



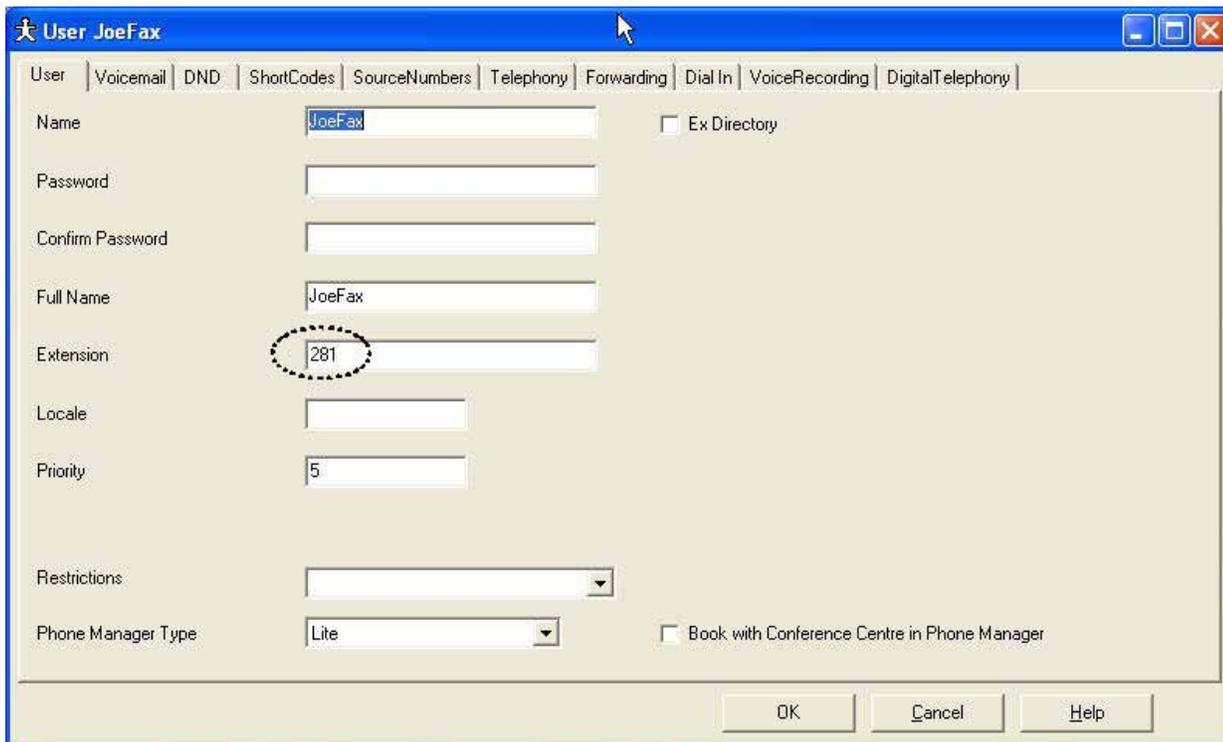
Be sure that the voicemail option for this extension is turned off.



The hunt-group you just created will appear in the hunt-group list in the **Configuration Tree** screen.



Select **User** from the Configuration Tree list. Create users, as needed, for your system. You need only enter a name and extension for each user (other fields are optional).

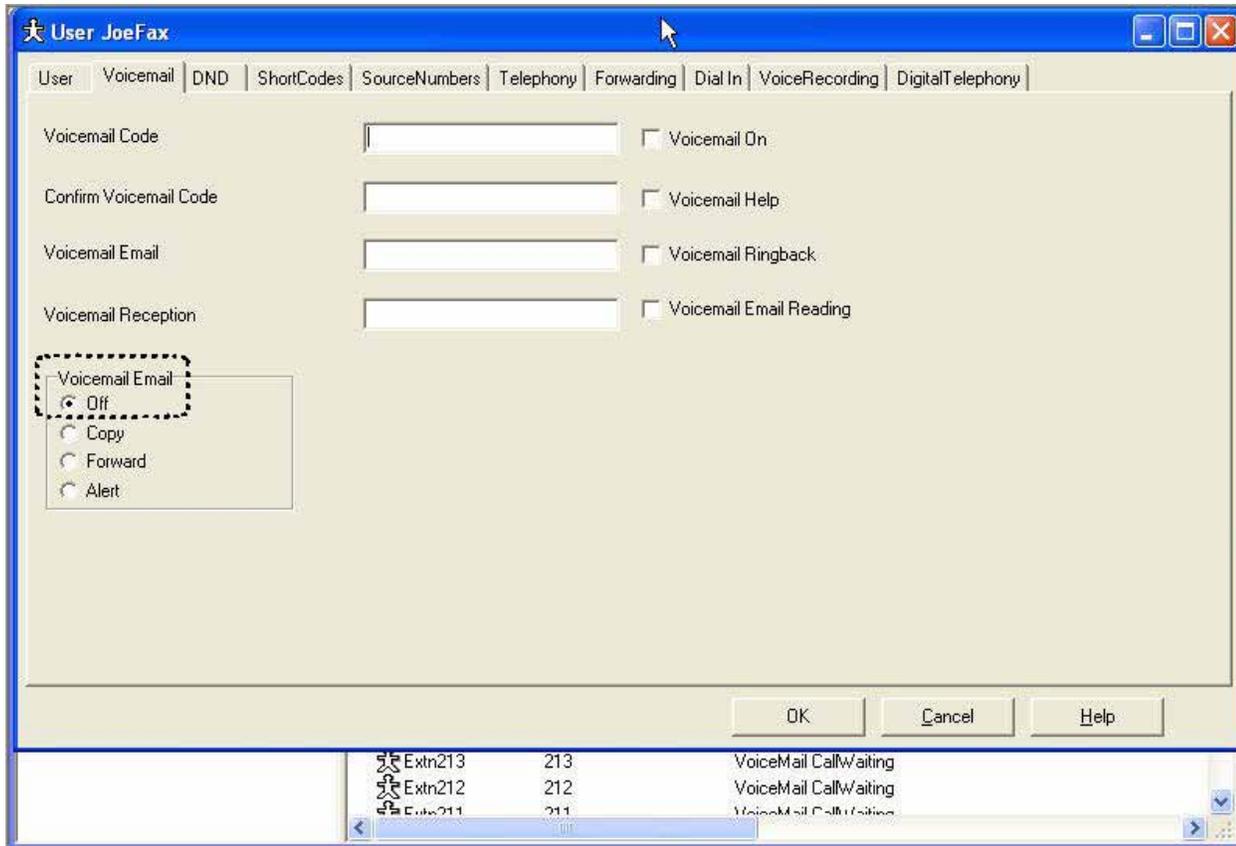


The screenshot shows a configuration window titled "User JoeFax". The window has a blue title bar and a tabbed interface. The "User" tab is selected. The fields and their values are:

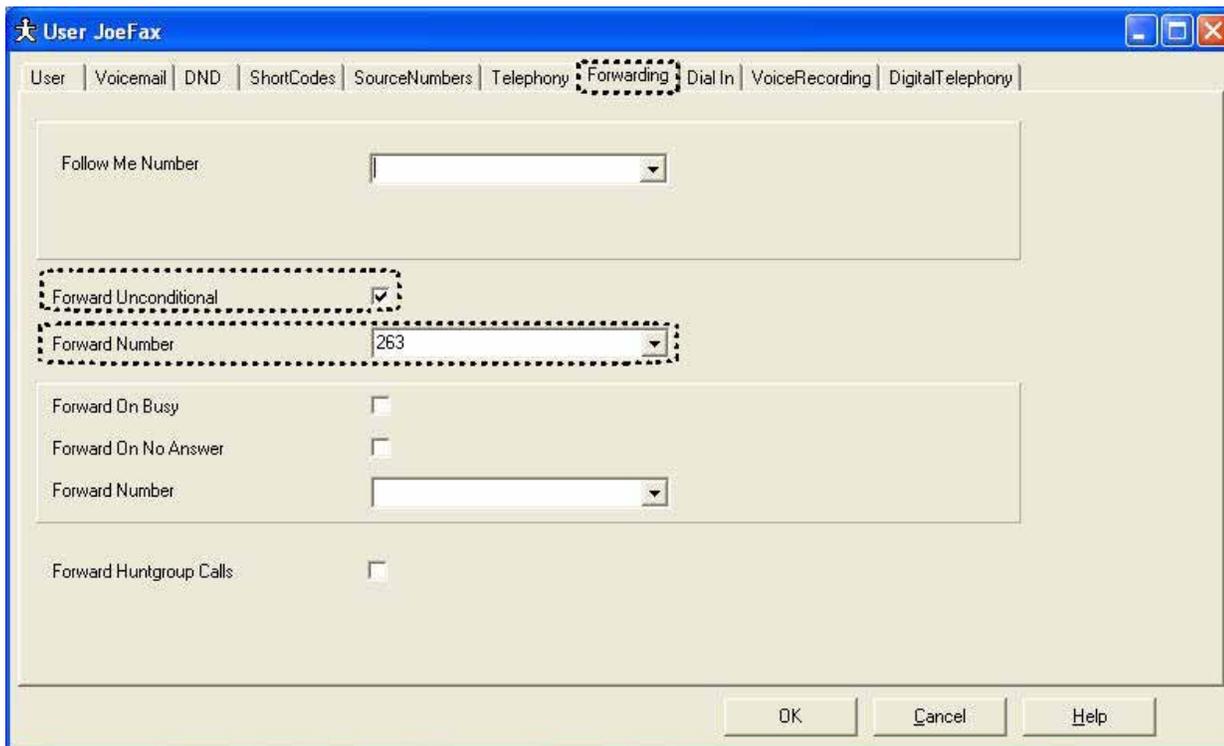
- Name: JoeFax
- Ex Directory:
- Password: (empty)
- Confirm Password: (empty)
- Full Name: JoeFax
- Extension: 281 (circled in red)
- Locale: (empty)
- Priority: 5
- Restrictions: (empty dropdown)
- Phone Manager Type: Lite
- Book with Conference Centre in Phone Manager:

Buttons for "OK", "Cancel", and "Help" are located at the bottom right of the window.

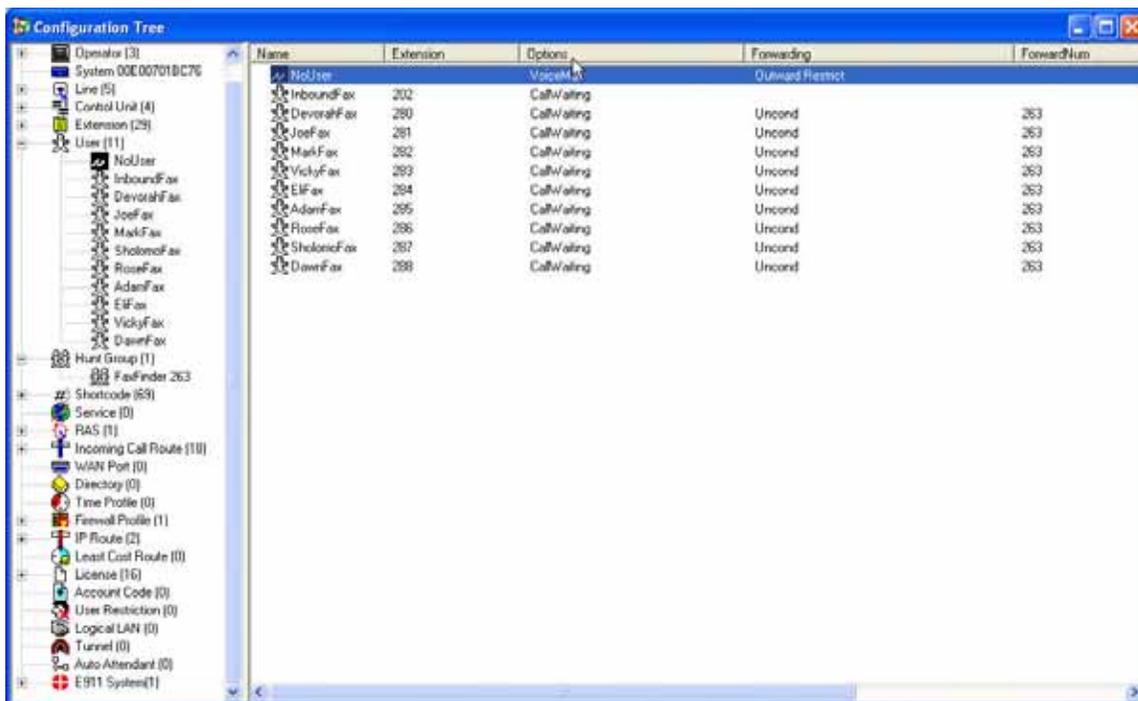
Notice that "281" is a virtual extension mapped to the huntgroup which is, in turn, routed to the FaxFinder extension.



In the **User | Forwarding** tab, designate the huntgroup extension to be forwarded and make the forwarding unconditional.



The unconditional forwarding setting will appear in the **User** list of the Configuration Tree screen.



Select **Incoming Call Route** from the Configuration Tree list. Create an incoming call route by associating an “Incoming Number” with an available “Destination.” Then click **OK**. When the external caller dials the 9993802499 DID number, the call will be directed to the chosen destination (281 JoeFax).

You must create an incoming call route for *each* DID number and each route must have a unique destination.

The screenshot shows a configuration dialog box titled "Incoming Call Route 9993802499". The dialog has a blue title bar with a close button in the top right corner. The main area is light beige and contains several fields and a list of options:

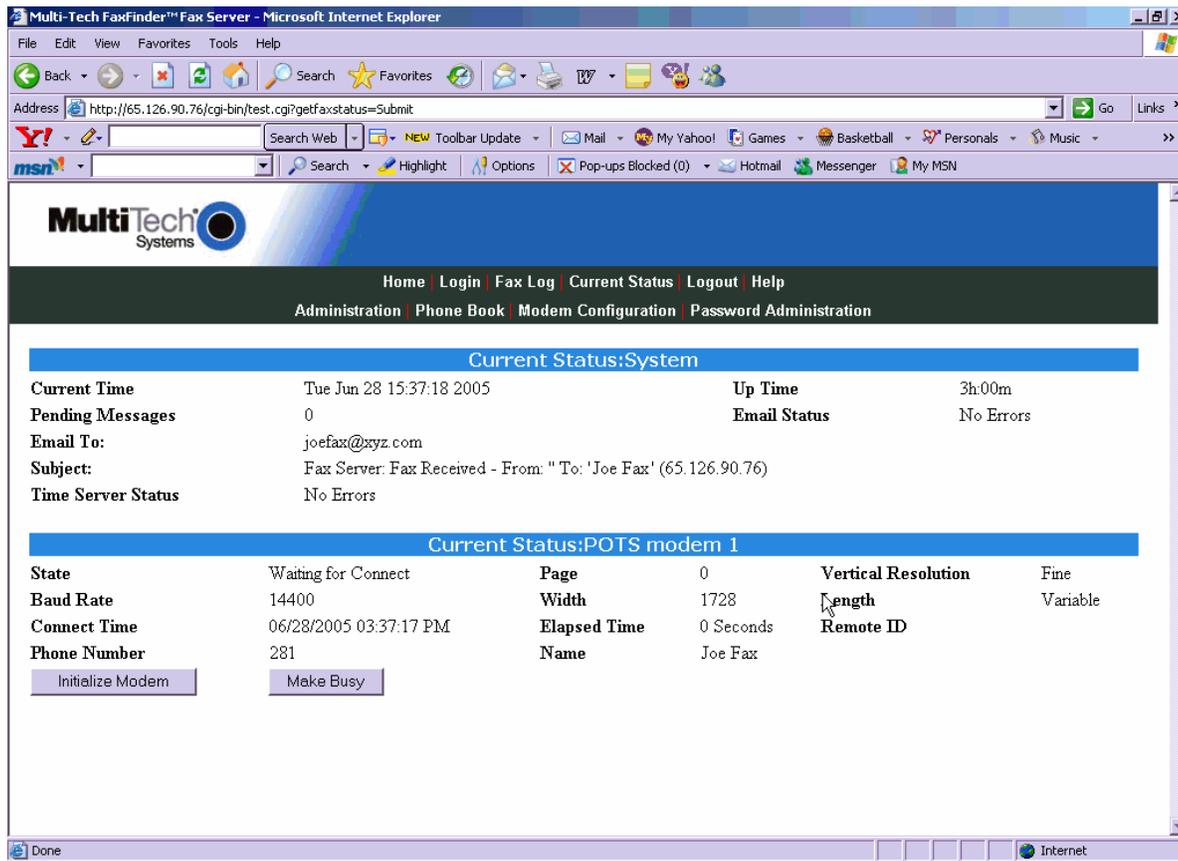
- Line group ID:** A text box containing the number "0".
- Incoming Number:** A text box containing "9993802499".
- Incoming Sub Address:** An empty text box.
- Incoming Caller ID:** An empty text box.
- Destination:** A dropdown menu showing "281 JoeFax".
- Locale:** An empty text box.
- Priority:** A dropdown menu showing "1".
- Fallback Extension:** A dropdown menu.
- Bearer Capability:** A list of radio button options: AnyVoice (selected), Speech, Audio3K1, AnyData, Data64K, Data56K, DataV110, DataV120, Video, and Any.
- Night Service Profile:** A dropdown menu.
- Night Service Destination:** A dropdown menu.

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

The call route just specified will appear in the **Incoming Call Route** list.

Configuration Tree	Line Group Id	Incoming Number	Destination	Incoming Caller ID
ROGTP (2)	0			
Operator (3)	0		VM/Welcome	
System 00E00701BC76	0	9993002490	219 Extn219	
Line (5)	0	9993002490	212 Extn212	
Control Unit (4)	0	9993002491	208 Extn208	
Extension (29)	0	9993002492	213 Extn213	
User (40)	0	9993002496	226 Extn226	
Hunt Group (16)	0	9993002495	220 Extn220	
# Shortcode (69)	0	9993002497	221 Extn221	
Service (0)	0	9993779999	210 Extn210	
FIAS (1)	0	9993002401	290 Devon/Fax	
Incoming Call Route (18)	0	9993002499	201 Use/Fax	
WAN Port (0)	0	9993002497	202 Mark/Fax	
Directory (0)	0	9993002489	205 Adam/Fax	
Time Profile (0)	0	9993002489	205 Adam/Fax	
Firewall Profile (1)	0	9993002487	208 Dawn/Fax	
IP Route (2)	0	9993002486	FaxFinder	
Least Cost Route (0)	0	9993779991	206 Rose/Fax	
License (16)	0	9993779992	207 Sharon/Fax	
Account Code (0)	3		OfficeDoor	
User Restriction (0)				
Logical LAN (0)				
Tunnel (0)				
Auto Attendant (0)				
ES11 System(1)				

During the incoming fax call, the status of the FaxFinder's POTS modem can be tracked in the **Current Status: POTS Modem 1/2** screen.



After the fax transmission is complete, a record of it can be viewed in the FaxFinder's **Fax Log** screen.

The screenshot shows the Multi-Tech FaxFinder Fax Server interface in a Microsoft Internet Explorer browser window. The browser address bar shows the URL: `http://65.126.90.76/cgi-bin/test.cgi?numlines=0&firstline=0&getfaxlog=Submit`. The page title is "Multi-Tech FaxFinder Fax Server - Microsoft Internet Explorer".

The interface features a navigation menu with the following items: Home, Login, Fax Log (highlighted), Current Status, Logout, Help, Administration, Phone Book, Modem Configuration, and Password Administration.

The main content area is titled "Fax Log" and contains a "Log Parameters" section with the following settings:

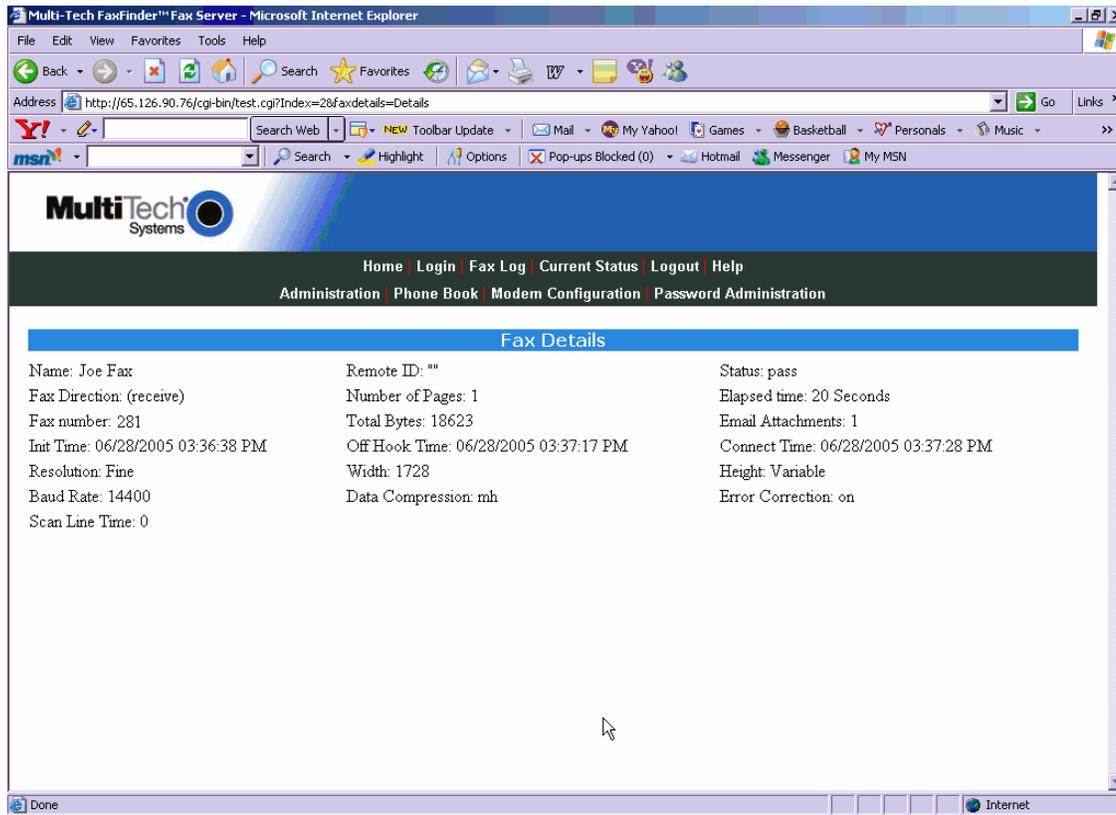
- Auto Log Threshold: 10 Entries
- Log History: 40 Entries

Below the parameters are three buttons: Save Changes, Send Log Now, and Delete Log.

The Fax Log table displays the following data:

Time	Name	Remote ID	Result	Send Receive	Pages	Details
06/28/2005 03:37:28 PM	Joe Fax		pass	receive	1	Details
06/28/2005 03:36:14 PM	Joe Fax		pass	receive	1	Details
06/28/2005 03:22:15 PM	Joe Fax		pass	receive	1	Details

To see details about any fax listed in the fax log, click on the **Details** button for that entry.



Tech Support

Please direct your questions regarding technical matters, product configuration, verification that the product is defective, etc., to our Technical Support department at (800) 972-2439 or email support@multitech.com.

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