
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

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A	07/15/05	Initial Release
B	11/22/05	Order of setup procedure revised.
C	04/16/07	Updated Technical Support contact list.
D	06/12/09	Update for FFx30 series.

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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.

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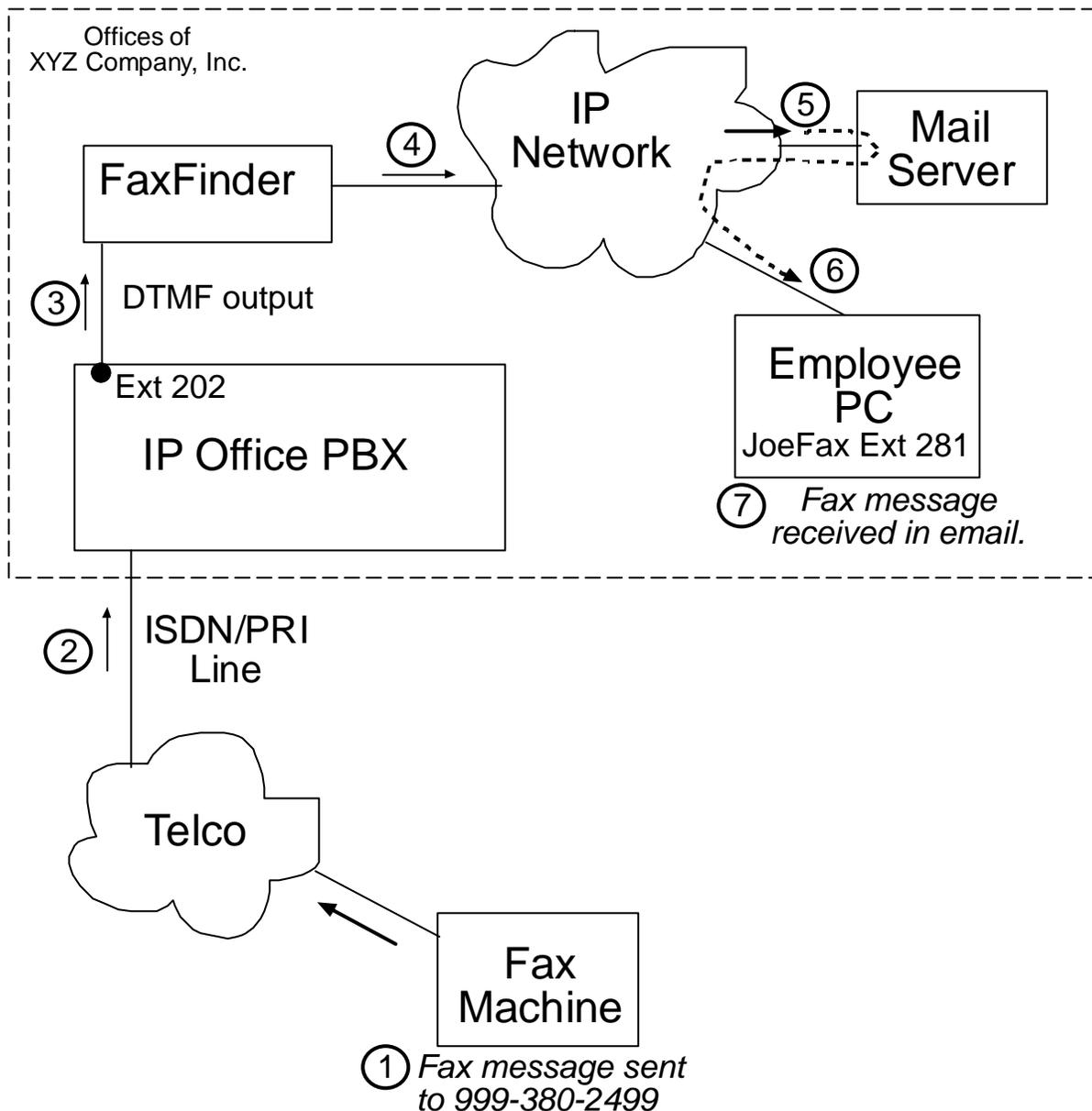
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Introduction

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 or 2) on the back of the FaxFinder (FF130 or FF230).

Configuring the FaxFinder for Inter-Operation – The XYZ Example

Enter client users in FaxFinder Users screen with the Add link.



MultiTech Systems

Home Status & Logs System Configuration Fax Configuration Users Send Fax Logout

Users [help](#) **FaxFinder Users** [Add](#) [Import](#) [Export](#) [Delete All](#)

Users for logging into the FaxFinder and sending faxes.

Full Name	Username	Email	Phone	Fax	Organization	Action
Administrator	admin	admin@mycompany.com	555-717-9876	(555)1234567	And back again	Edit
First User	Firstuser	first@mycompany.com	5551111	5551112	My Company	Edit Delete
Second User	Seconduser	numbertwo@mycompany.com	(555) 763-9999	(555) 763-9990	My Company	Edit Delete
John Doe	johnd	jd@mycompany.com	5552001	5552002	My Company	Edit Delete

From the Fax Configuration | Modems screen:

Set **Routing** field to DTMF Digits.

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

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

Click on the Save button.

The screenshot shows the MultiTech Systems web interface for Fax Configuration. The 'Modem Configuration' form is active, showing settings for 'Modem 1'. The 'Routing' field is set to 'DTMF Digits' and 'Max DTMF Digits' is set to 4. The 'Fax ID' is 'POTS modem 1'. Below the form is a 'Modem Configuration Table' with the following data:

Modem	Fax ID	Country Code	Answer On	Max DTMF Digits	Routing	Routing Definition	Fax Direction	Error Correction	Max Baud Rate	Smart Dial	Dial Prefix	Tone Dial	Init String	Fax Debugging
1	POTS modem 1	Not Defined	2	4	dtmf		both	on	14400	on		on		off
2	POTS modem 2	Not Defined	2	4	dtmf		both	on	14400	on		on		off

FaxFinder Reference Guide: IP Office PBX Inter-Operation

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 the 'User InboundFax' configuration window. The 'Name' field is set to 'InboundFax', and the 'Full Name' field is also 'InboundFax'. The 'Extension' field is set to '202'. The 'Priority' field is set to '5'. The 'Phone Manager Type' is set to 'Lite'. There are 'OK', 'Cancel', and 'Help' buttons at the bottom.

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

The screenshot shows the 'Configuration Tree' window. The 'Extension' column is highlighted, and the value '202' is visible in the list. The list includes various system components and extensions.

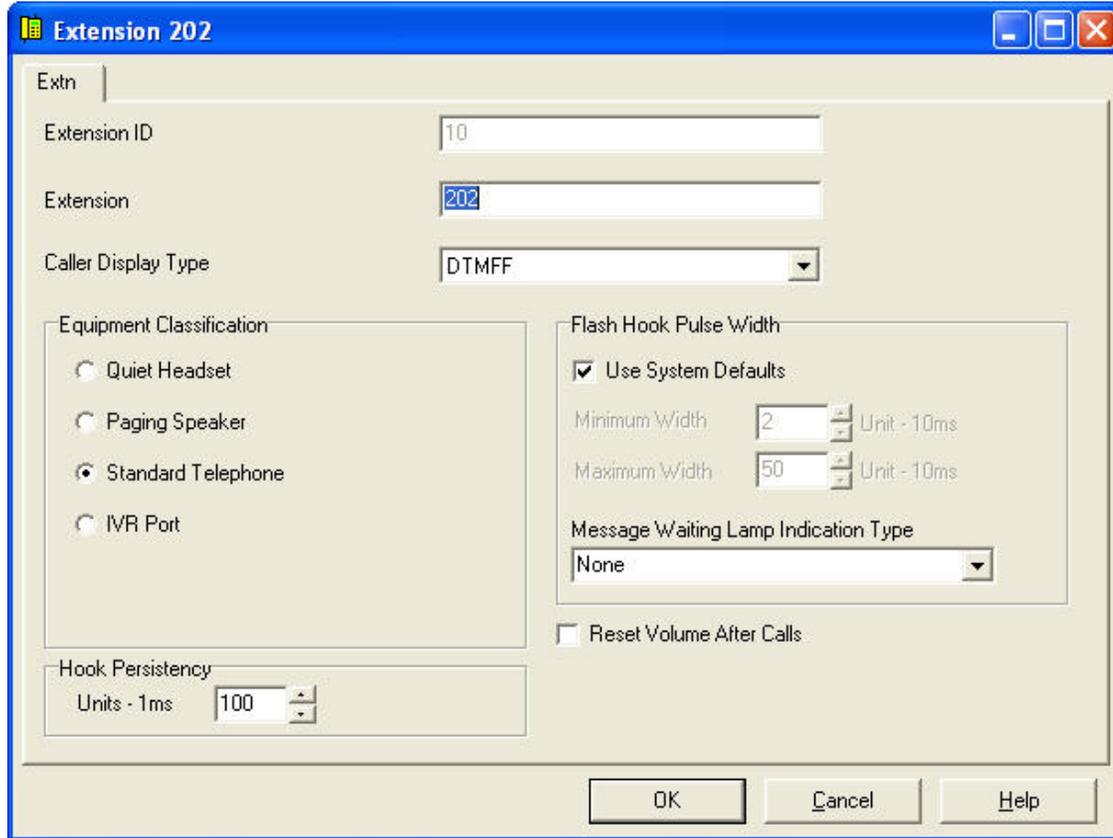
Id	Extension	Caller Display	Paging
09	201		
10	202		
35	203		
39	204		
43	205		
47	206		
483	211		
484	212		
485	213		
486	214		
487	215		
488	216		
489	217		
490	218		
491	219		
492	220		
493	221		
494	222		
495	223		
496	224		
497	225		
498	226		
51	207		
55	208		
59	209		
63	210		
8001	230	On	
8002	240	On	
8003	241	On	

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

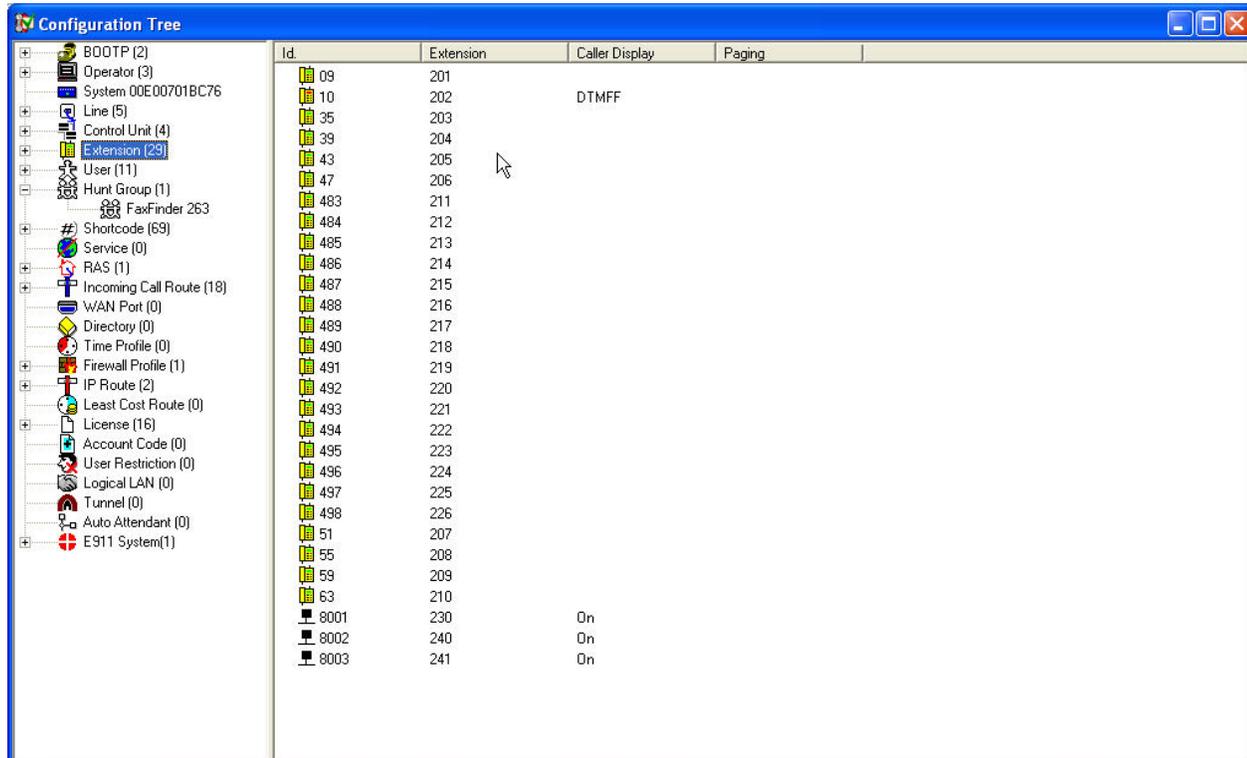
Set the **Caller Display Type** field to DTMFF.

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

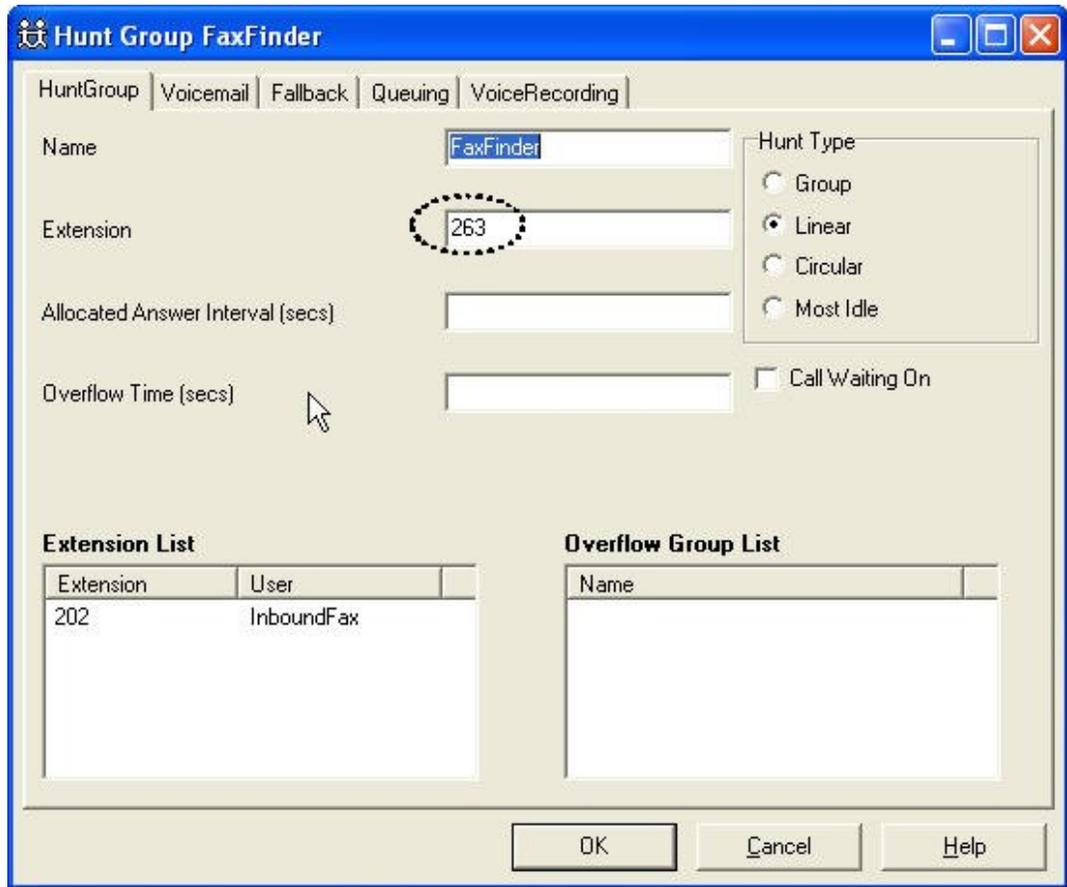


Configuring the IP Office PBX for Inter-Operation – The XYZ Example

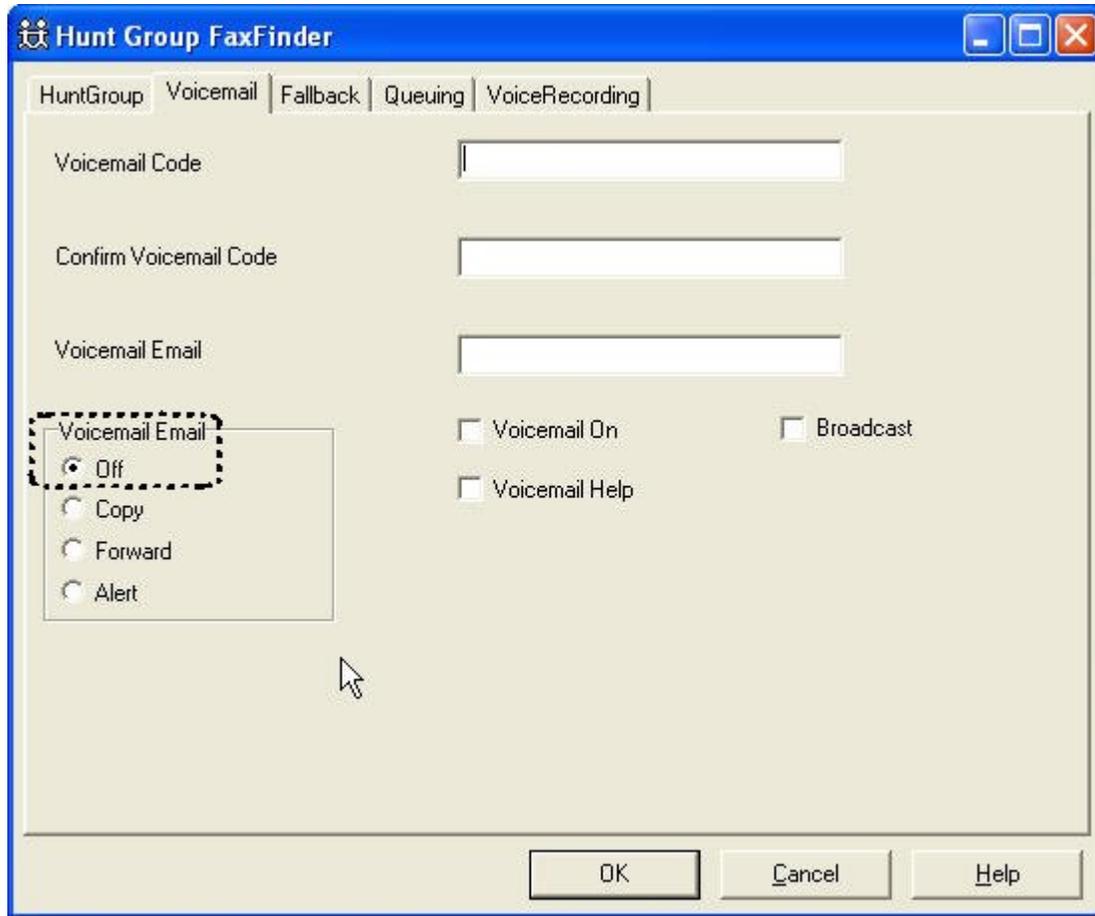
In the **Hunt Group** menu, create a hunt-group with a useful name (here it's simply "FaxFinder").

Notice that "263" is a virtual extension.

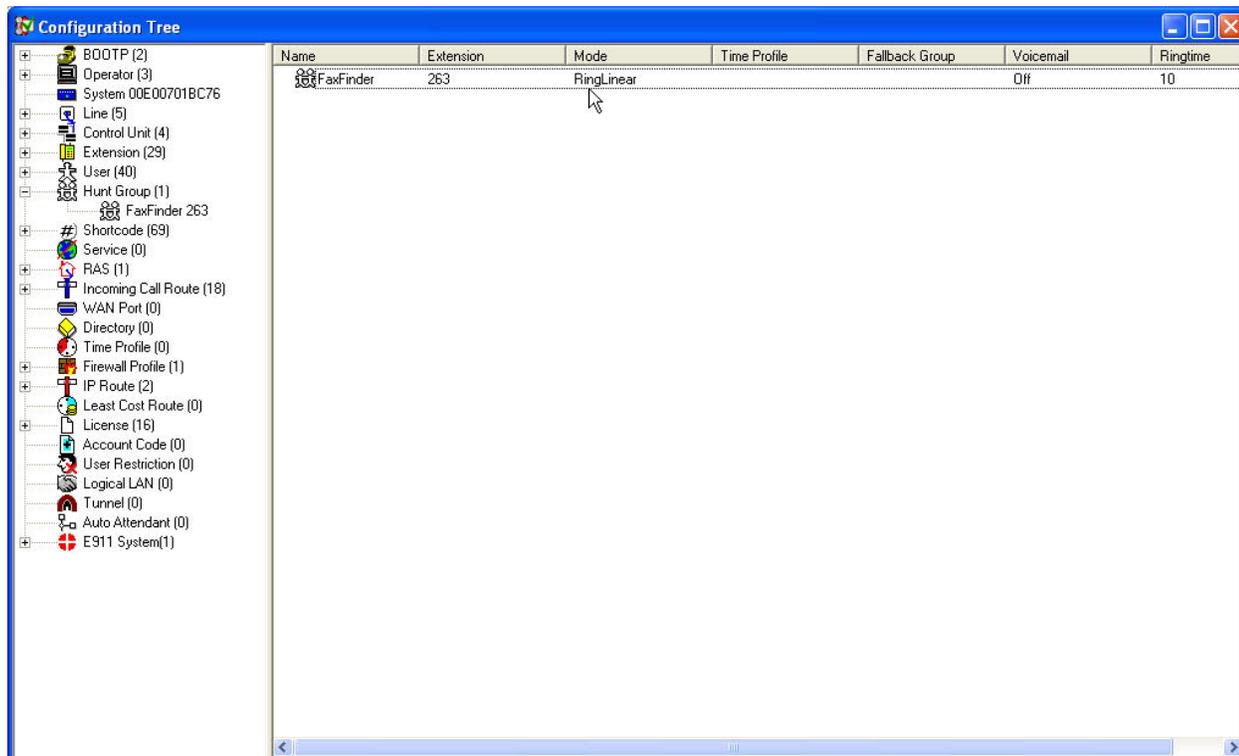
Extension "202" is a physical extension plugged into the FaxFinder server. The "Extension List" pane describes the case of a single-port FaxFinder server (the FF130). If a FaxFinder with multiple analog ports is used, there will be multiple entries in the "Extension List" pane.



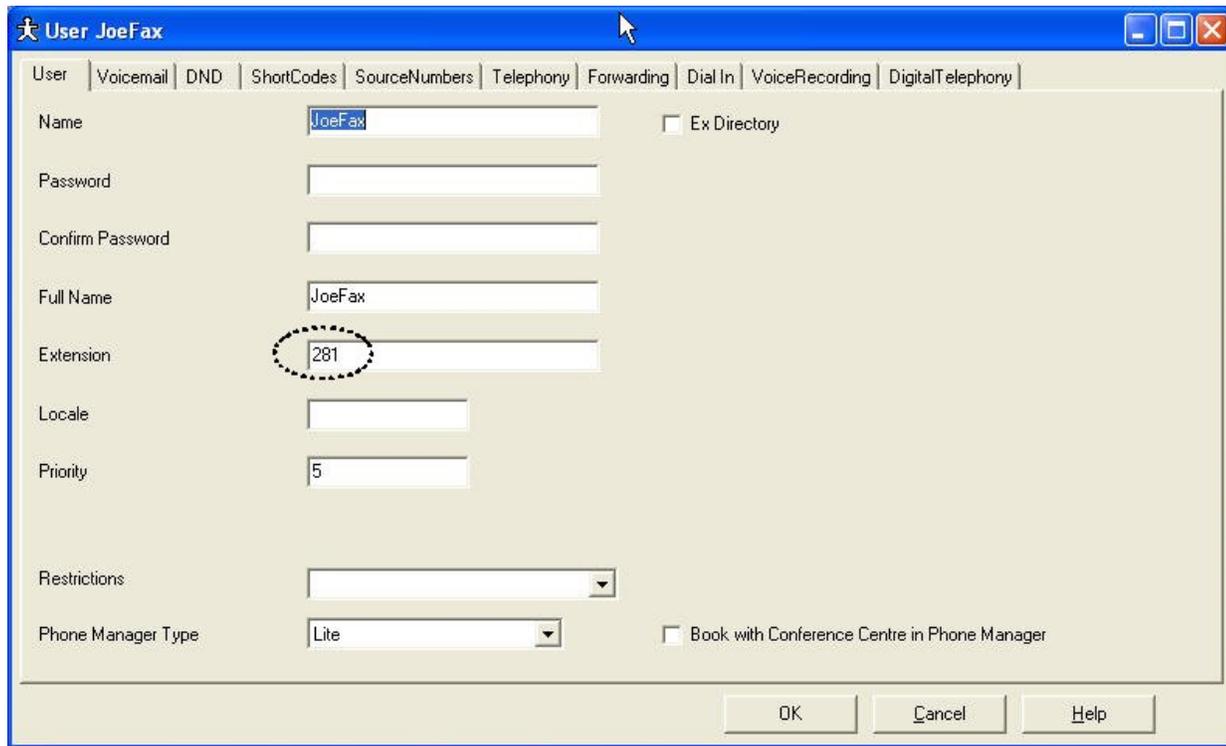
Be sure that the voicemail option for this extension is turned off.



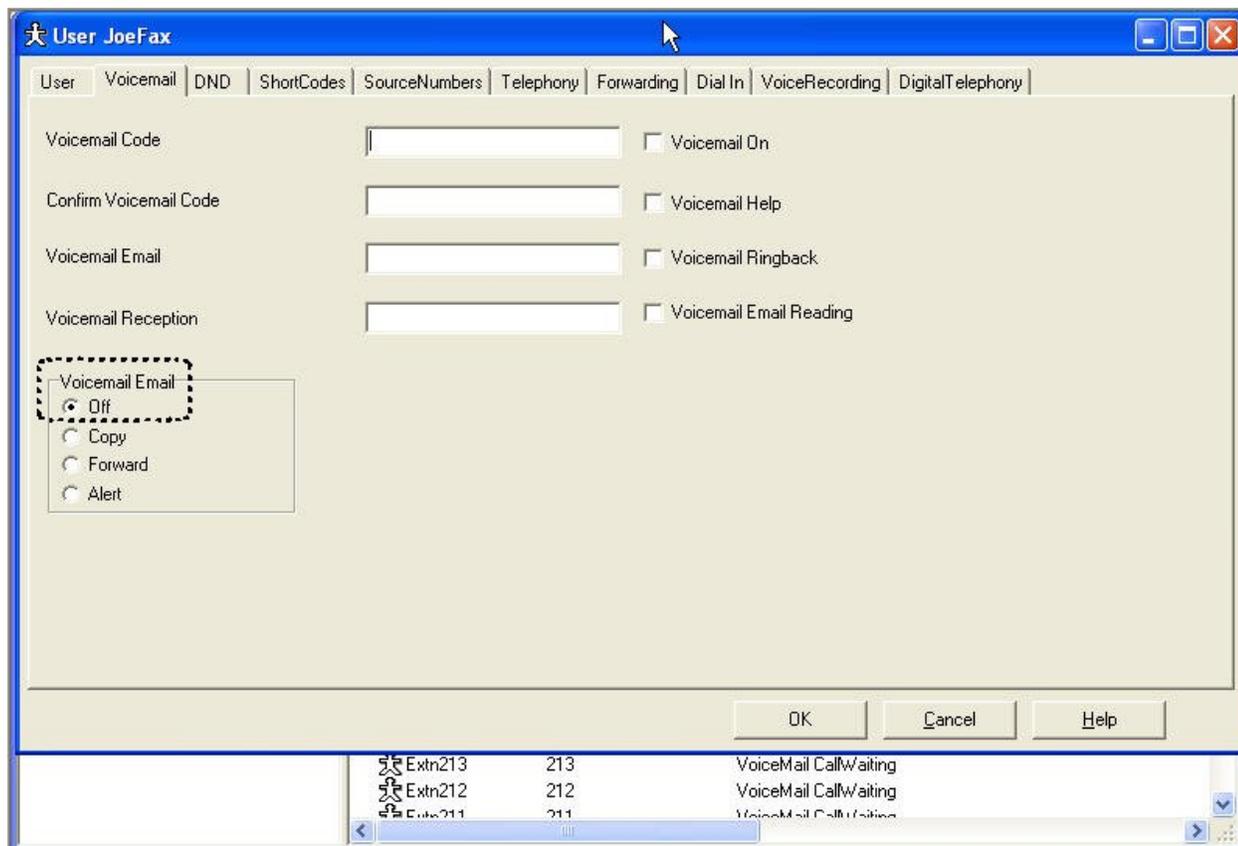
The hunt-group you just created will appear in the hunt-group list in the **Configuration Tree** screen.



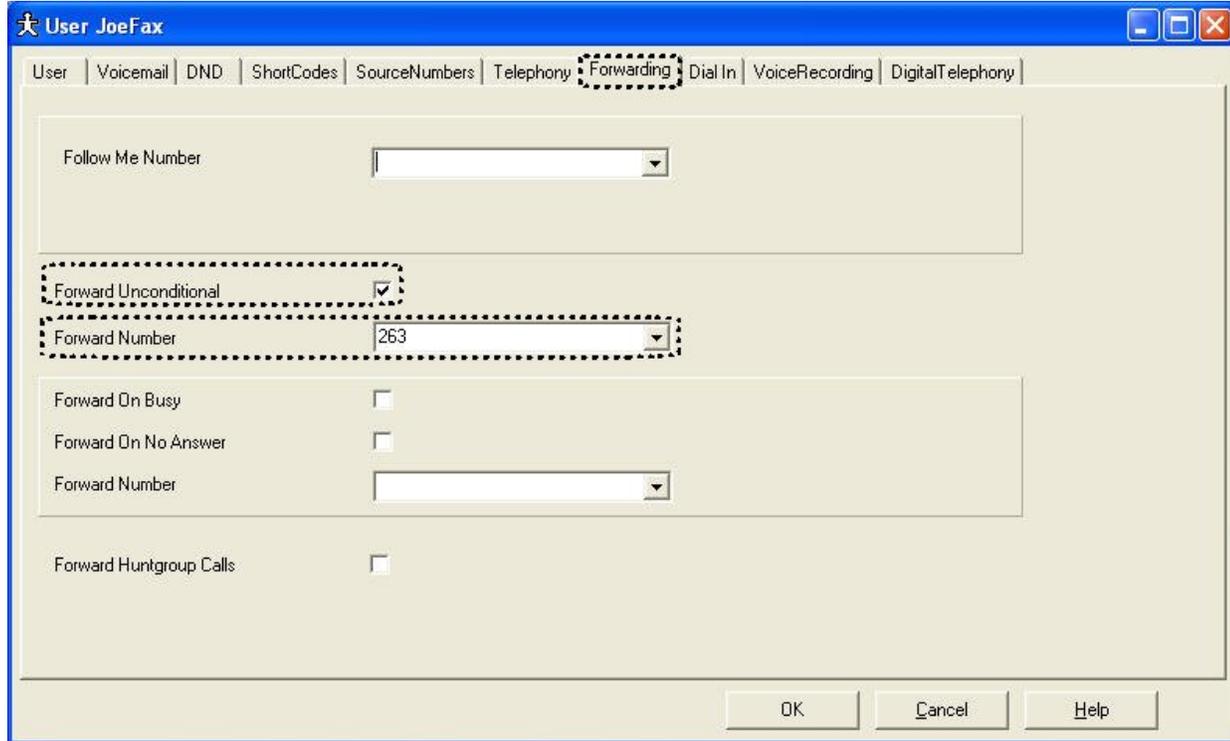
Select **User** from the Configuration Tree list. Create users, as needed, for your system. You need only enter a name and extension for each user (other fields are optional).



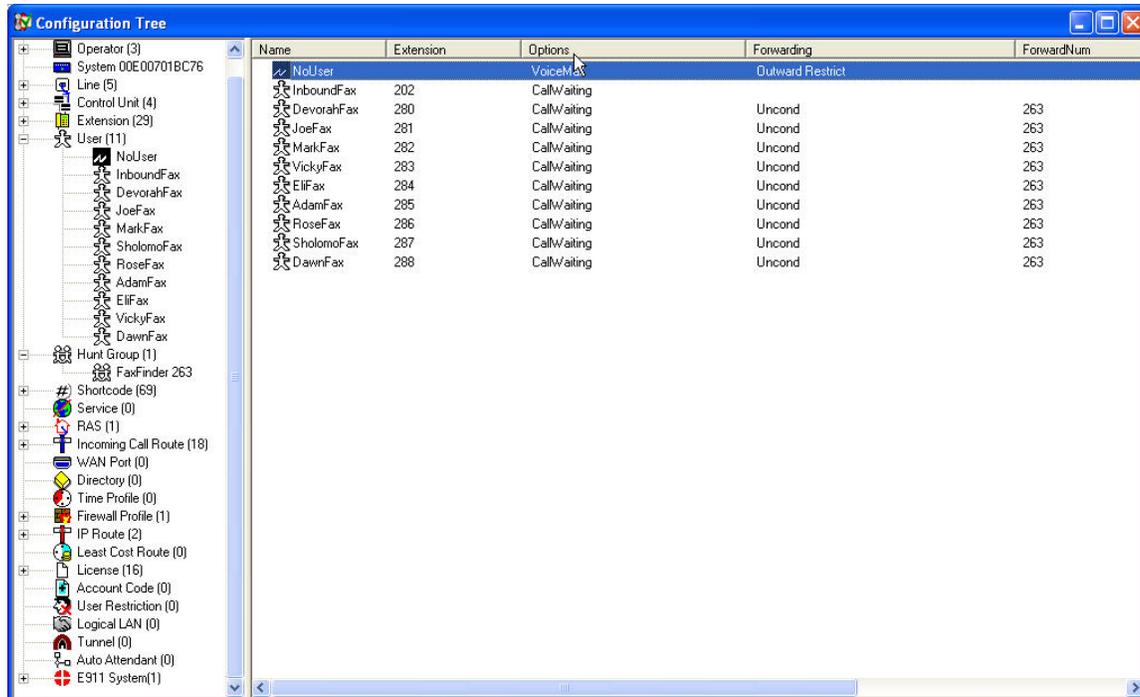
Notice that “281” is a virtual extension mapped to the huntgroup which is, in turn, routed to the FaxFinder extension.



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.

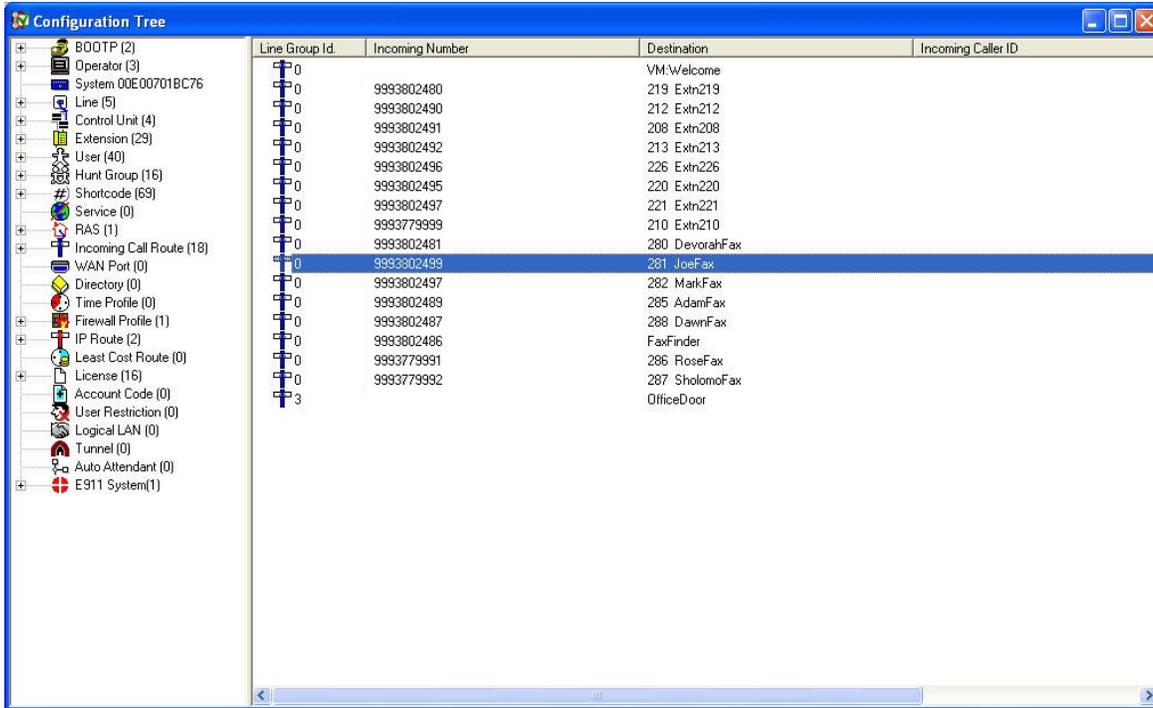


Select **Incoming Call Route** from the Configuration Tree list. Create an incoming call route by associating an "Incoming Number" with an available "Destination." Then click **OK**. When the external caller dials the 9993802499 DID number, the call will be directed to the chosen destination (281 JoeFax).

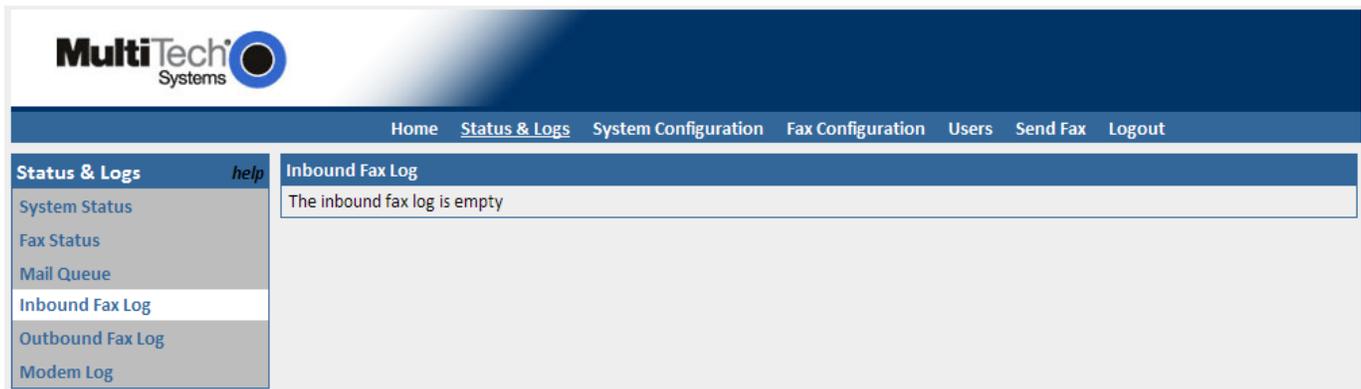
You must create an incoming call route for *each* DID number and each route must have a unique destination.

The screenshot shows a configuration dialog box titled "Incoming Call Route 9993802499". The dialog contains several input fields and a list of bearer capabilities. The fields are: "Line group ID" (empty), "Incoming Number" (9993802499), "Incoming Sub Address" (empty), "Incoming Caller ID" (empty), "Destination" (281 JoeFax), "Locale" (empty), "Priority" (1), "Fallback Extension" (empty), "Night Service Profile" (empty), and "Night Service Destination" (empty). The "Bearer Capability" section on the right has radio buttons for: AnyVoice (selected), Speech, Audio3K1, AnyData, Data64K, Data56K, DataV110, DataV120, Video, and Any. At the bottom are "OK", "Cancel", and "Help" buttons.

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



During the incoming fax call, the status of the FaxFinder's POTS modem can be tracked in the **Status & Logs | Inbound Fax Log** 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 MultiTech Systems interface. At the top left is the MultiTech Systems logo. A navigation bar contains links for Home, Status & Logs, System Configuration, Fax Configuration, Users, Send Fax, and Logout. On the left, a 'Status & Logs' menu is open, listing System Status, Fax Status, Mail Queue, Inbound Fax Log (selected), Outbound Fax Log, and Modem Log. The main content area is titled 'Inbound Fax Log' and contains a table with the following data:

State	Complete Time	Remote ID	Line Number	Extension	Recipient	Pages	Action
	10/22/2008 16:08:15 CDT	POTS modem 1	2		POTS Modem 2	1	Details

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

Modem	2
Status	pass
Init Time	10/22/2008 16:06:36 CDT
Off Hook Time	10/22/2008 16:07:35 CDT
Connect Time	10/22/2008 16:07:47 CDT
Elapsed Time	18
Scan Line Time	0
Baud Rate	14400
Width	1728
Height	Variable
Bytes	14717
Data Compression	mh
Error Correction	on

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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