
FaxFinder[®]

V.34 Fax Server

**Configuration Guide
for Inter-Operation with Altigen
AltiServ Phone Systems**



FaxFinder Configuration Guide
Inter-Operation with Altigen Altiserve Phone Systems
PN S000418C, Version C

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Revisions

<i>Revision Level</i>	<i>Date</i>	<i>Description</i>
A	08/21/06	Initial release.
B	04/16/07	Updated the Technical Support contact list.
C	06/15/09	Update for FFx30 series.

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Patents

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Other Patents Pending

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Introduction:

The Multi-Tech FaxFinder Fax Server is an economical fax server solution for the SMB market. This document provides a step-by-step guide to set up AltiServ to work with FaxFinder Server. The focus of this document is to provide setup and configuration instructions to support a fax call from AltiServ to FaxFinder; and check if FaxFinder answers and processes fax mail to the user's email box properly. Outbound faxing, sending a fax from FaxFinder PC client to server, is not discussed in this document. Please refer to the FaxFinder manual for more detail.

Requirements:

AltiServ:

Software – OE/ACM 5.0A with Update 4 or above. Update 4 supports “Free Format” call forwarding which has the capability to transmit additional DTMF tones to FaxFinder as the fax destination ID.

Hardware – Triton or Quantum analog station port for Multi-Tech FF130 (one port), FF230 (two ports), FF430 (four ports) and FF830 (eight ports).

FaxFinder:

Software – FaxFinder Version 2.0 or above

Hardware – FaxFinder x30 series

A. Setting up hardware

Please follow the steps documented in the Multi-Tech FaxFinder manual to connect the following:

1. Power adaptor.
2. AltiServ station port(s) to FaxFinder using RJ11 cable.
3. A cross-over Ethernet cable from FaxFinder to a PC with IP address 192.168.2.2 for initial setup; or connect FaxFinder to an Ethernet switch to communicate with a PC with IP address 192.168.2.2.
4. Write down the station port extension number (this document uses 200 as an example).
5. If using a FF230, FF430 or FF830, you may need to set up a hunt group so that AltiServ can route a fax call properly.

B. Configuring FaxFinder

Please follow steps documented in the Multi-Tech FaxFinder manual to configure the following:

1. Provide FaxFinder a dedicated local LAN IP and configure related network addresses.
Please follow steps in the FaxFinder manual to log into the configuration browser. You can connect FaxFinder, with default IP of 192.168.2.1, to your LAN and use a PC with IP set to 192.168.2.2 to bring up the configuration web page. The configuration web page can be opened by typing <http://192.168.2.1> in your browser.

The screenshot displays the MultiTech Systems configuration web interface. At the top left is the MultiTech Systems logo. A navigation bar contains links for Home, Status & Logs, System Configuration (which is highlighted), Fax Configuration, Users, Send Fax, and Logout. On the left side, there is a 'System Configuration' menu with a 'help' link and several sub-items: Network, SMTP, Time, Printer, Shares, Certificates, Save/Restore, Firmware, and Reboot. The main content area is titled 'Network Configuration' and contains a form with the following fields: Hostname (value: faxfinder.example.com), IP Address (value: 192.168.2.1), Subnet Mask (value: 255.255.255.0), Default Gateway (value: 192.168.2.254), Primary DNS (empty), and Secondary DNS (empty). A 'Save' button is located at the bottom right of the form.

2. Configure SMTP so that FaxFinder can send fax mail to mail server:

The screenshot shows the MultiTech Systems web interface. The top navigation bar includes 'Home', 'Status & Logs', 'System Configuration', 'Fax Configuration', 'Users', 'Send Fax', and 'Logout'. The left sidebar lists 'System Configuration' with a 'help' link, and sub-items: Network, SMTP, Time, Printer, Shares, Certificates, Save/Restore, Firmware, and Reboot. The main content area is titled 'SMTP Configuration' and contains the following fields:

SMTP Server Address	<input type="text"/>
SMTP Port	<input type="text" value="25"/>
SMTP Username	<input type="text"/>
SMTP Password	<input type="text"/>
Confirm SMTP Password	<input type="text"/>
Send Test Email To Address	<input type="text"/> Send Test Email

A 'Save' button is located at the bottom right of the configuration area.

3. Configure Time Zone and Date/Time Format:

The screenshot shows the MultiTech Systems web interface. The top navigation bar includes 'Home', 'Status & Logs', 'System Configuration', 'Fax Configuration', 'Users', 'Send Fax', and 'Logout'. The left sidebar lists 'System Configuration' with a 'help' link, and sub-items: Network, SMTP, Time, Printer, Shares, Certificates, Save/Restore, Firmware, and Reboot. The main content area is titled 'Time Configuration' and contains the following fields:

Time Server	<input type="text" value="time.nist.gov"/>
Set Custom Time Server	<input type="text"/>
Synchronize every	<input type="text" value="0"/> Days <input type="text" value="24"/> Hours <input type="text" value="0"/> Minutes
Time Zone	<input type="text" value="America/Chicago"/>
Date Format	<input type="text" value="MM/DD/YYYY"/>
Time Format	<input type="text" value="12 HOUR"/>
Time (24hr) hh:mm:ss	<input type="text" value="16:18:55"/>
Date mm/dd/yyyy	<input type="text" value="10/22/2008"/>

A 'Save' button is located at the bottom right of the configuration area.

4. Configure the modem to receive a fax call

Three important fields need your attention:

- **Answer On** – change to 1 ring to speed up answer time. Default is 2 rings.
- **Max DTMF Digits** – Depending on your DID/DNIS number length, you need to set up this field correctly. This test example uses 3 digits. The default is 4 digits.
- **Dial Prefix** – Enter trunk access or route access code here. It is required for outbound fax dialing.

The screenshot shows the MultiTech Systems Fax Configuration interface. The 'Modem Configuration' section includes the following settings:

- Modem: Modem 1
- Fax ID: POTS modem 1
- Country Code: Not Defined
- Answer On: 2 ring(s)
- Max DTMF Digits: 4
- Routing: DTMF Digits
- Fax Direction: both inbound outbound
- Routing Definition: [Empty] [Key Description](#)
- Error Correction: off on
- Max Baud Rate: 14400
- Smart Dial: off on
- Dial Prefix: [Empty]
- Tone Dial: off on
- Init String: [Empty]
- Fax Debugging: off on

Below the settings 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

5. Add users in Phone Book.

FaxFinder will use Ext # to associate the Email Address to the user. Note that the Ext # is actually a fax DID/DNIS number from the Altiserv's point of view. It is the DTMF stream Altiserv will generate and transmit to FaxFinder through the station port.

The screenshot shows the MultiTech Systems Users interface. The 'FaxFinder Users' table contains the following data:

Full Name	Username	Email	Phone	Fax	Organization	Action
Administrator	admin					Edit

6. Check the status and make sure there is no error in system settings and that the POTS modem is in "waiting for ring" state.

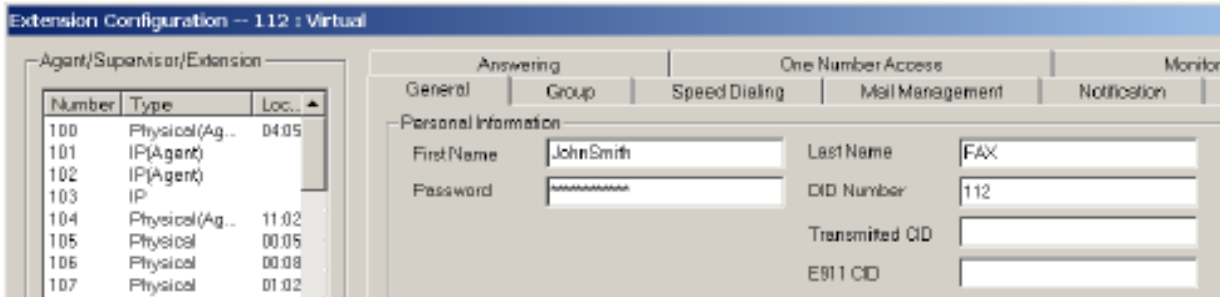
The screenshot shows the MultiTech Systems web interface. The top navigation bar includes links for Home, Status & Logs, System Configuration, Fax Configuration, Users, Send Fax, and Logout. The left sidebar contains a 'Status & Logs' menu with a 'help' icon and sub-items: System Status, Fax Status, Mail Queue, Inbound Fax Log, Outbound Fax Log, and Modem Log. The main content area displays the 'Modem Status' table, which lists two modems in a 'Waiting For Ring' state. Below the table are sections for 'Inbound Fax Status' and 'Outbound Fax Status', both indicating no activity at the time.

MultiTech Systems													
Home Status & Logs System Configuration Fax Configuration Users Send Fax Logout													
Status & Logs <i>help</i>	Modem Status												
System Status	Modem	State	Page	Vertical Resolution	Baud Rate	Width	Length	Connect Time	Elapsed Time	Remote ID	Phone Number	Name	Action
Fax Status	1	Waiting For Ring	0										Initialize Busy
Mail Queue	2	Waiting For Ring	0										Initialize Busy
Inbound Fax Log	Inbound Fax Status												
Outbound Fax Log	There is no Inbound Fax activity at this time												
Modem Log	Outbound Fax Status												
	There is no Outbound Fax activity at this time												

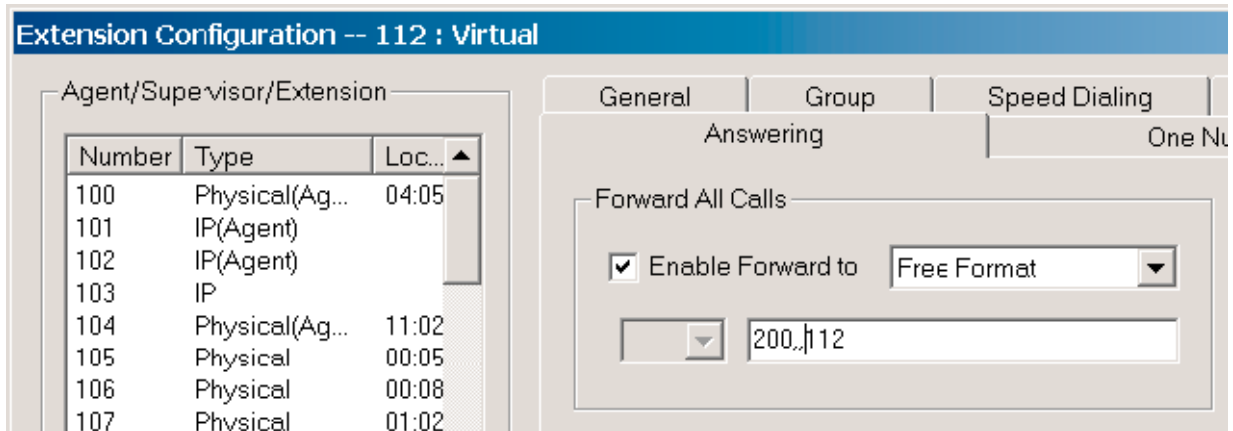
C. Altiserv Configuration

1. Configure the extension port to connect to FaxFinder. In this test case, extension 200 is connected to FaxFinder unit. The following configurations are recommended.
 - Disable Intercom.
 - Disable Mailbox -This is a very important step. If there is a voice mail in this extension, the system will play a stutter dial tone. FaxFinder will think there is no dial tone and the outbound fax call may fail.
 - Disable Busy Call Handling so that an incoming fax call will not go to voicemail when FaxFinder is busy.
 - Disable No Answer Call Handling so that an incoming fax call cannot go to voicemail when FaxFinder is not in service. If you would like to have an alert when the FaxFinder is not answering a call, you can configure No Answer Call Handling to forward to the administrator's extension. Admin will check FaxFinder status when a fax call is received.

2. Create a virtual extension for every Fax number. Enter the proper DID/DNIS number in the DID number field.



3. Configure a virtual extension to forward a fax call to the FaxFinder unit.
 - Enable Forward All Calls.
 - Select "Free Format".
 - Enter fax port Extension number followed by two commas, then the fax DID/DNIS number for this user.
 - Each comma means one second delay after the FaxFinder goes "Off-hook". In lab testing, one comma works fine. However, two commas are recommended to make sure the FaxFinder will not get DTMF too quickly.



4. Repeat step 3 for all virtual extensions mapped to fax DID/DNIS numbers.
5. If you are using a multi-port FaxFinder unit, create a hunt group and add all extensions connecting to the FaxFinder fax ports to the hunt group member list. You need to disable busy call handling, no answer call handling, as well voicemail box for this hunt group. Also, you need to replace the fax port extension number in step 3 to the hunt group number in the Free Format forwarding field.

D. Testing

1. After completing all configurations, pick up an Altiserve extension and dial a fax virtual extension number, in this example, 112. You should hear modem tone after call connects.
2. Fax a test page from fax machine to a fax DID/DNIS number and check if FaxFinder answers and processes fax mail to the user's email box properly.

Tips:

If you forget IP address or password of FaxFinder, use an Altiserve extension to dial the extension port connecting to FaxFinder. After FaxFinder answers, press the following digits to reset IP or password.

Press "1*" resets IP**

Press "2*" resets password**

Please refer to the FaxFinder Administration User Guide for additional information and to the Client User Guide for assistance with setting up the FaxFinder client software.

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

Product support resources are available at the Multi-Tech web site: www.multitech.com