



Avaya and Multi-Tech *Providing Direct Routing for Incoming Calls*

How can companies—employing new or existing Avaya IP Office or PARTNER® Advanced Communications Systems—help ensure that incoming calls are directly routed to end-user extensions, rather than answered by a receptionist or auto attendant?

Multi-Tech Systems—a Premier-level member in the Avaya DeveloperConnection program—meets this need with its CallFinder solution. CallFinder allows an IP Office or PARTNER Advanced Communications System to directly route incoming calls to end-user extensions, eliminating the need for a receptionist or auto-attendant menu dialing. CallFinder is a Direct Inward Dialing (DID)-to-analog adapter that enables an Avaya IP Office or PARTNER Advanced Communications System to support analog DID services through standard analog station or CO port connections.

Features

The solution:

- Directs routing of incoming calls to end-user extensions
- Supports two DID ports, which can be programmed to support wink-start, immediate-start and delay dial service types
- Supports two programmable FXS/FXO ports
- Offers answer supervision
- Passes audio notification from the switch back to the central office (audio ring and busy)

The solution also includes:

- Web interface for system configuration and management
- Flash memory for easy updates
- Small footprint
- Two-year warranty

Setup Options

CallFinder can connect to the Avaya IP Office or PARTNER Advanced Communications System in two ways:

- **Via a Loop Start/CO port (FXO)** – With this setup, an answering device, such as an Auto Attendant, is required. When a DID call is received, the CallFinder checks its table, rings into a Loop start trunk and delivers the extension number via Dual-Tone Multi-Frequency (DTMF) tones. The IP Office or PARTNER Advanced Communications System delivers the call directly to the end-user, automatically bypassing the auto attendant menu. In addition, because it is delivered as an outside call, the user now has the ability to offer call detail reports through call accounting software.
- **Via an analog extension/station port (FXS)** – The CallFinder can use this setup to connect if IP Office or the PARTNER Advanced Communications System doesn't have any available CO ports. When using this type of connection, the IP Office or PARTNER Advanced Communications System delivers the call to the end user as an internal call.



System Requirements

- An available Loop Start/CO port or Analog Extension/Station Port on the IP Office or PARTNER Advanced Communications System
- One or two analog DID lines

About Multi-Tech

A global manufacturer of award-winning Voice over IP (VoIP), Internet access, remote access and modem products that allow people to communicate more efficiently and effectively, Multi-Tech Systems provides end-to-end solutions for small to medium-sized businesses. Privately held, the company is located in Mounds View, Minnesota.

Multi-Tech holds over 60 patents in voice and data technologies and has deployed thousands of MultiVOIP gateways since 1999. A Premier member of the Avaya DeveloperConnection program, Multi-Tech has received the following awards from Avaya:

- 2003 Member of the Year Award
- 2003 Pioneering Solution Award
- 2002 Innovator Award

For more information about Multi-Tech and its products, visit www.multitech.com or call 1-888-288-5470 (U.S./Canada) or 763-785-3500.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. Over one million businesses worldwide, including more than 90 percent of the FORTUNE 500, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems, communications software applications and full life-cycle services. Driving the convergence of voice and data communications with business applications—and distinguished by comprehensive worldwide services—Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

For more information about Avaya, visit www.avaya.com.

About DevConnect

The DeveloperConnection Program (DevConnect) is a comprehensive set of innovative sales, support, marketing and services programs through which Avaya works with members to develop and promote their products and solutions that interoperate with Avaya solutions.

For more information, visit DevConnect at www.devconnectprogram.com/.

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