



AUTOMATIC FAX ROUTING: CONFIGURING DTMF TONE ROUTING FOR AVAYA DEFINITY G-3 VERSION 2 PHONE SYSTEM

TECHNICAL WHITEPAPER

OVERVIEW:

This whitepaper covers the necessary configuration of an Avaya Definity G-3 Version 2 phone system to perform DTMF tone routing. This configuration will enable Imecom Group's DM Fax Server to automatically forward inbound faxes to using DID numbers over analog ports.

PROCEDURE:

To configure the Definity G-3 Version 2 to work with Imecom Group's DM Fax Server program requires you to program the incoming fax ports to a hunt group. This is accomplished by using vectoring, which is part of the Call Center Deluxe or Call Center Elite. A vector step will be executed that allows DTMF to pass to the fax ports in the hunt group.

Once the DTMF is passed, the vector will cut through the original call. The ports will then go through the fax handshake routine and the rest is just like a normal fax call.

The vector command that allows this is named "converse-on". It was designed for Voice Response Integration, but will do just fine for this application. The converse-on command can pass up to two strings of digits of variable lengths.

The DNIS information is derived from the Vector Directory Number (VDN). A fax call will come into the Definity phone system on a DID or 800 trunk group and the incoming DNIS digits will match the VDN. These VDNs will point to a vector that is programmed to pass DTMF to the Imecom Fax ports using the "converse-on" command.

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