



Avaya Solution & Interoperability Test Lab

Application Notes for Configuring Dialogic® Brooktrout® SR140 Fax Software with Avaya IP Office via SIP Trunk Interface - Issue 1.0

Abstract

These Application Notes describe the procedures for configuring the Dialogic® Brooktrout® SR140 Fax Software with Avaya IP Office a SIP trunk interface.

Dialogic® Brooktrout® SR140 is fax software that sends and receives fax calls over an IP network. In the tested configuration, Dialogic® Brooktrout® SR140 interoperated with Avaya IP Office to send/receive faxes using SIP trunk facilities.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the procedures for configuring Dialogic® Brooktrout® SR140 Version 8.6.0 (hereafter referred SR140) with Avaya IP Office (IPO) Release 10.1 using SIP trunks.

Dialogic® Brooktrout® SR140 is host-based Fax over IP software that is used by many fax server manufactures. For this testing, Dialogic® Brooktrout® Fax Diagnostic Test Tool (FDTool) was used to send and receive fax calls over an IP network. In the tested configuration, Dialogic SR140 uses a SIP trunk interface with T.38 fax from Avaya IP Office to send and receive fax.

For compliance testing, Avaya IP Office Server Edition system consists of Avaya IP Office Primary Linux running on Virtualized Environment and a 500V2 Expansion.

2. General Test Approach and Test Results

The feature test cases were performed manually. Internal and external fax calls to and from SR140 fax software client were made. The fax calls were sent and received using the FDTool and the analog fax destination at the local and remote sites.

The serviceability test cases were performed manually by disconnecting/reconnecting the Ethernet cable to the SR140 fax software client, buyout and release SIP trunk and by rebooting the SR140 fax software client.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products. Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with this Application Note, the interface between Avaya systems and the Dialogic Brooktrout SR140 did not include use of any specific encryption features as requested by Dialogic.

Encryption (TLS/SRTP) was used internal to the enterprise between Avaya products.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing. The feature testing focused on verifying the following with the SR140 fax software client:

- Proper handling of faxes via the SIP trunk including send/receive, internal fax, external fax over ISDN (PRI), simultaneous bi-directional faxes, and miscellaneous failure scenarios.
- Proper handling of faxes with different pages, complexity, format and data rates.
- No adverse impact on any internal or external calls during faxes.

The serviceability testing focused on verifying the ability of SR140 fax software client to recover from adverse conditions, such as disconnecting/reconnecting the Ethernet cable to the SR140 fax software client.

2.2. Test Results

Dialogic Brooktrout SR140 successfully passed all compliance testing with the following observation.

- The Inband DTMF should be used in the SIP trunk between Dialogic SR140 and Avaya IP Office since the SR140 does not accept RFC2833 DTMF and it may cause the fax call to be dropped during fax transmit.

2.3. Support

Contact information for Technical support for Dialogic® Brooktrout® SR140 Fax Software can be found on Dialogic's website at: <https://www.dialogic.com/support/contact>

3. Reference Configuration

The test configuration was designed to emulate a local site and a remote site. **Figure 1** illustrates the configuration used in these Application Notes.

For compliance testing, the Avaya IP Office Server Edition system consists of Avaya IP Office Primary Linux running on Virtualized Environment and a 500V2 Expansion. The Dialogic SR140 Fax software client communicates to the IPO Primary using a SIP trunk. The IPO Primary was configured to connect to PSTN via a SIP trunk while the 500V2 Expansion connected to PSTN via a PRI trunk, IPO Primary and 500V2 Expansion is communicated by Small Community Network (SCN) IP Office Line. The following are typical scenarios verified during the compliance test:

- Bi-directional faxed between SR140 Fax software client and the local fax endpoint 1 that connected to an analog port in the IPO 500V2 Expansion.
- Bi-directional faxes between SR140 Fax software client and PSTN fax endpoint 2 via PRI trunk.
- Bi-directional faxes between SR140 Fax software client and PSTN fax endpoint 3 via SIP trunk.

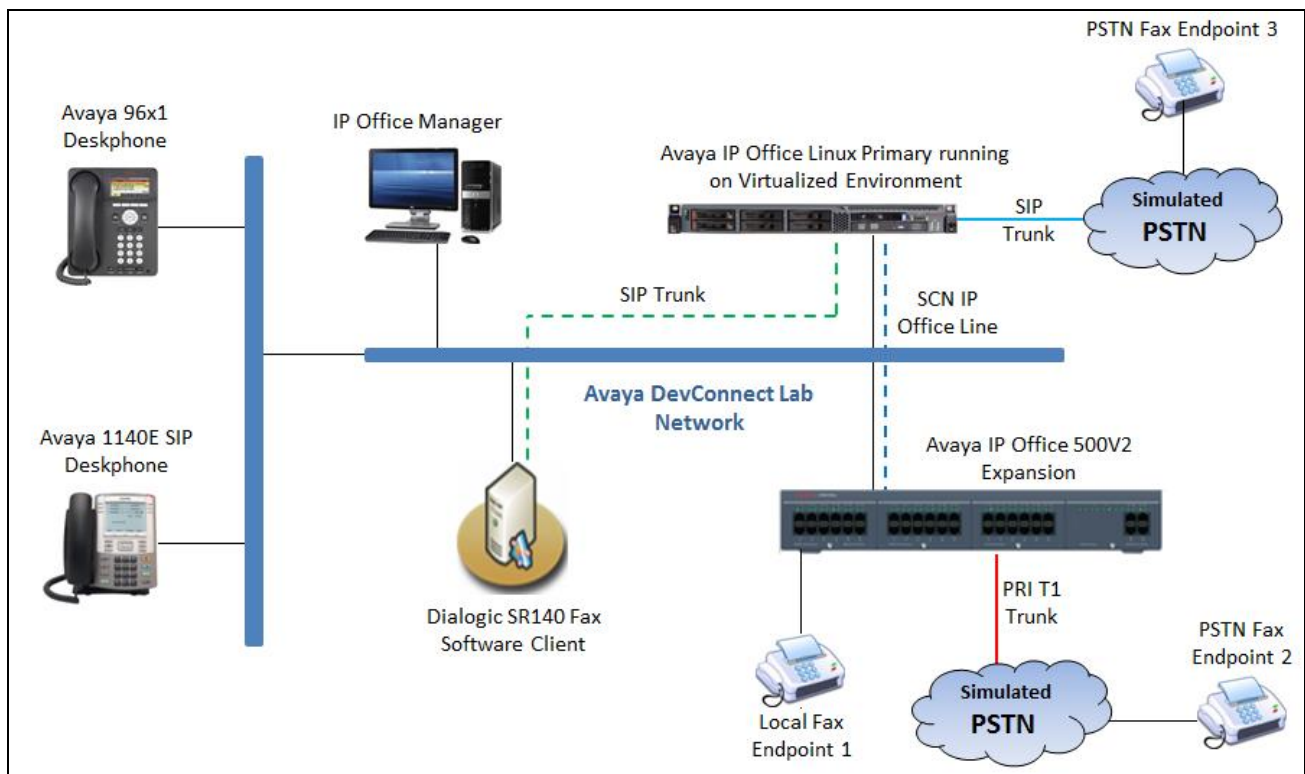


Figure 1: Brooktrout SR140 interoperating with Avaya IP Office via SIP Trunk

4. Equipment and Software Validated

The following equipment and software/firmware were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya IP Office Primary Linux running on Virtualized Environment	10.1.0 Build 237
Avaya IP Office 500V2 Expansion	10.1.0 Build 237
Avaya IP Office Manager	10.1.0 Build 237
Avaya 1140E SIP Deskphones	4.04.23
Avaya 96x1 H323 IP Deskphones	6.6229
Dialogic [®] Brooktrout [®] SR140 Fax Software running on Microsoft Windows 7	v6.8.0 Build 1

Note: Testing was performed with Avaya IP Office Server Edition Solution that requires an Expansion IP Office 500 V2 to support analog used by fax endpoint. Compliance Testing is applicable when the tested solution is deployed with a standalone IP Office 500.

5. Configure Avaya IP Office

This section provides the procedures for configuring Avaya IP Office. The procedures include the following areas:

- Verify Avaya IP Office License
- Obtain LAN IP address
- Enable SIP trunks
- Administer SIP line
- Administer Incoming Call Route
- Administer Short Code
- Administer IP Office Line

5.1. Verify Avaya IP Office License

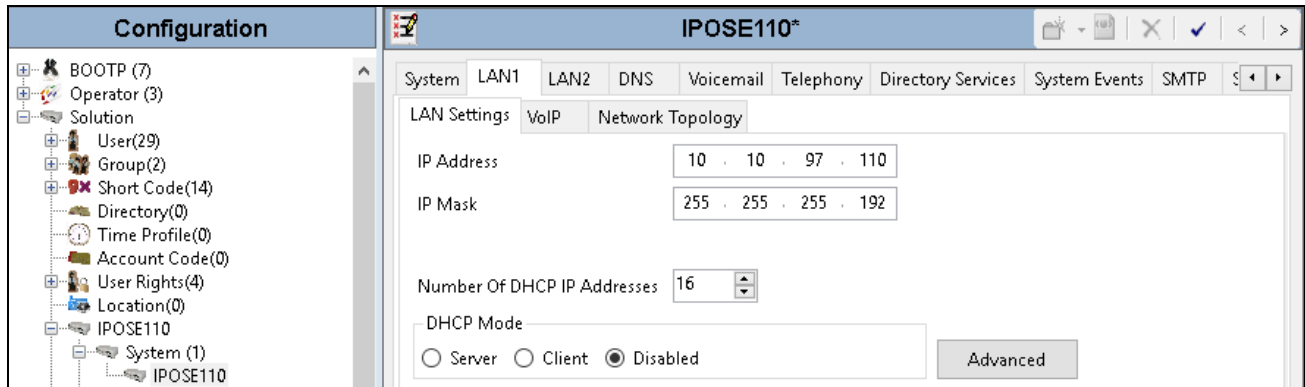
From a PC running the Avaya IP Office Manager application, select **Start** → **Programs** → **IP Office** → **Manager** to launch the Manager application. Select the correct IP Office system and log in with the appropriate credentials.

The **Avaya IP Office R10 Manager** screen is displayed. From the configuration tree in the left pane, select **License**. Verify that the **SIP Trunk Channels** license is “Valid”, and that the **Instances** value is sufficient for the desired maximum number of simultaneous faxes.

Feature	Instances	Status	Expiry Date	Source
Mobile Worker	384	Obsolete	Never	PLDS
Office Worker	384	Valid	Never	PLDS
Avaya Softphone Licence	100	Valid	Never	PLDS
VMPro TTS (Scansoft)	40	Obsolete	Never	PLDS
VMPro TTS Professional	40	Valid	Never	PLDS
IPSec Tunnelling	10	Obsolete	Never	PLDS
Power User	384	Valid	Never	PLDS
Customer Service Agent	100	Valid	Never	PLDS
Customer Service Supervisor	100	Valid	Never	PLDS
Avaya IP endpoints	384	Valid	Never	PLDS
IP500 Voice Networking Channels	32	Obsolete	Never	PLDS
SIP Trunk Channels	1024	Valid	Never	PLDS
IP500 Universal PRI (Additional cha...	100	Obsolete	Never	PLDS
CTI Link Pro	5	Valid	Never	PLDS
Wave User	16	Obsolete	Never	PLDS
3rd Party IP Endpoints	384	Valid	Never	PLDS
Centralized Endpoints	100	Obsolete	Never	PLDS
Essential Edition	5	Obsolete	Never	PLDS
RR+ Preferred Edition (VM Pro)	5	Obsolete	Never	PLDS

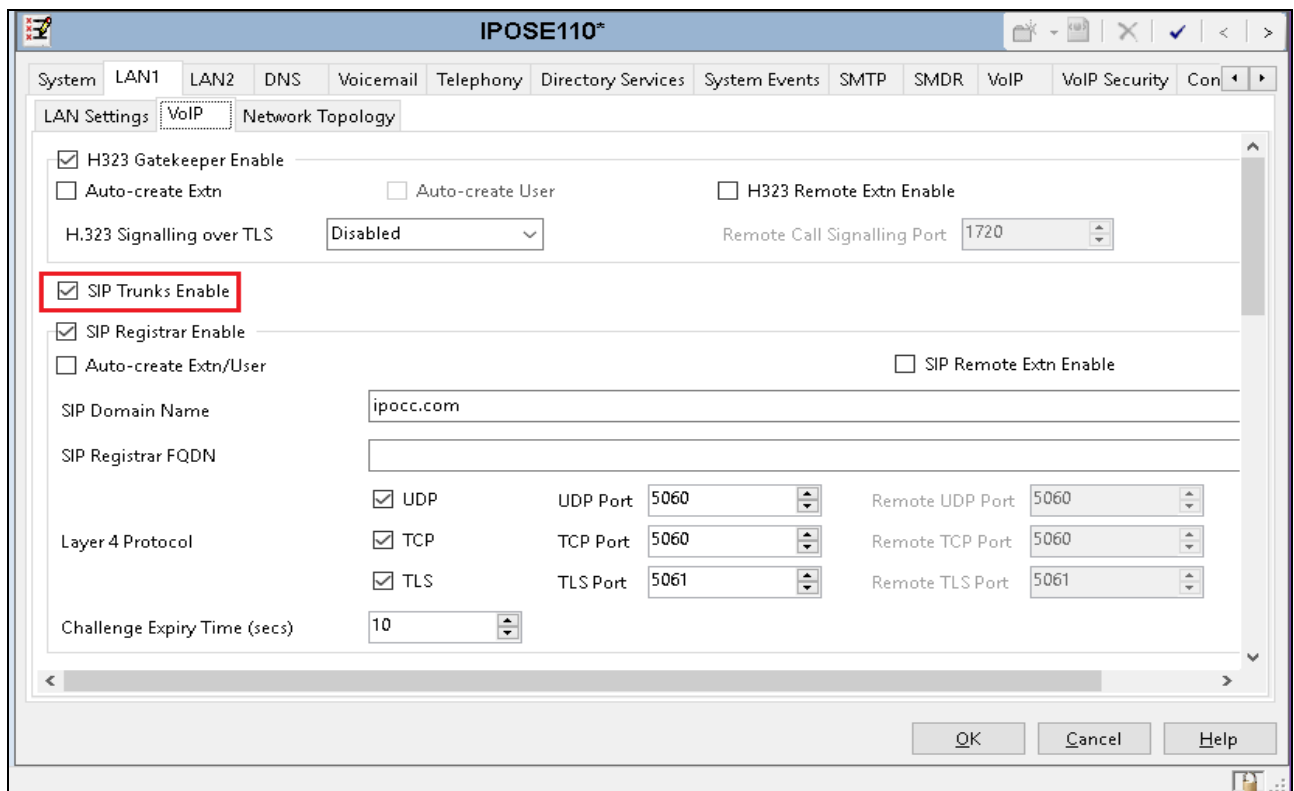
5.2. Obtain LAN IP Address

From the configuration tree in the left pane, select **System** to display the **System** screen for the **IPOSE110** in the right pane. Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure the Dialogic FDTTool. Note that IP Office can support SIP trunks on the LAN1 and/or LAN2 interfaces. The compliance testing used the LAN1 interface.



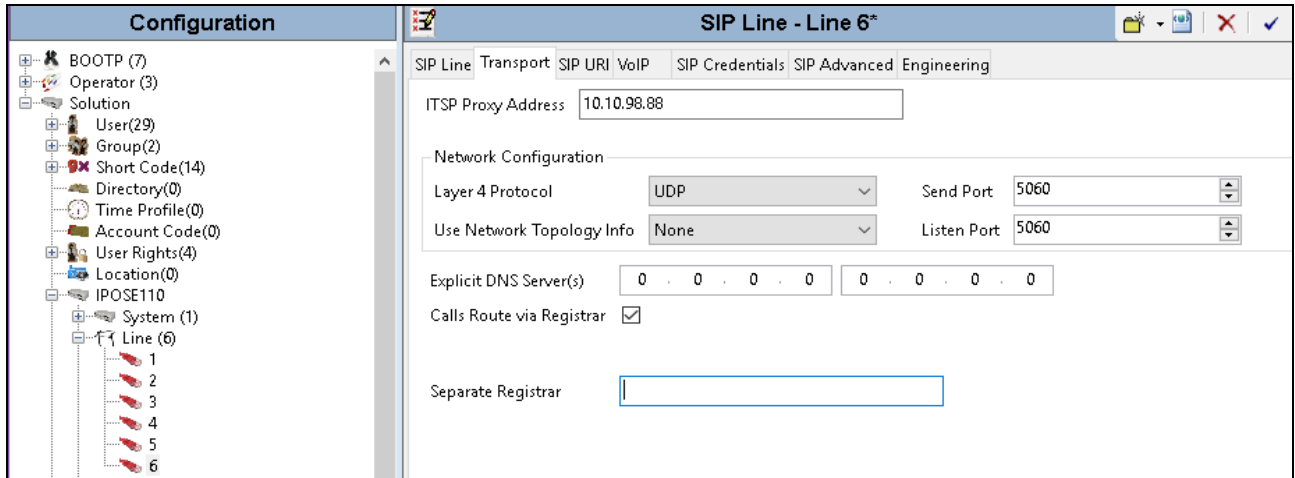
5.3. Enable SIP Trunks

Select the **VoIP** sub-tab. Ensure that **SIP Trunks Enable** is checked as shown below.

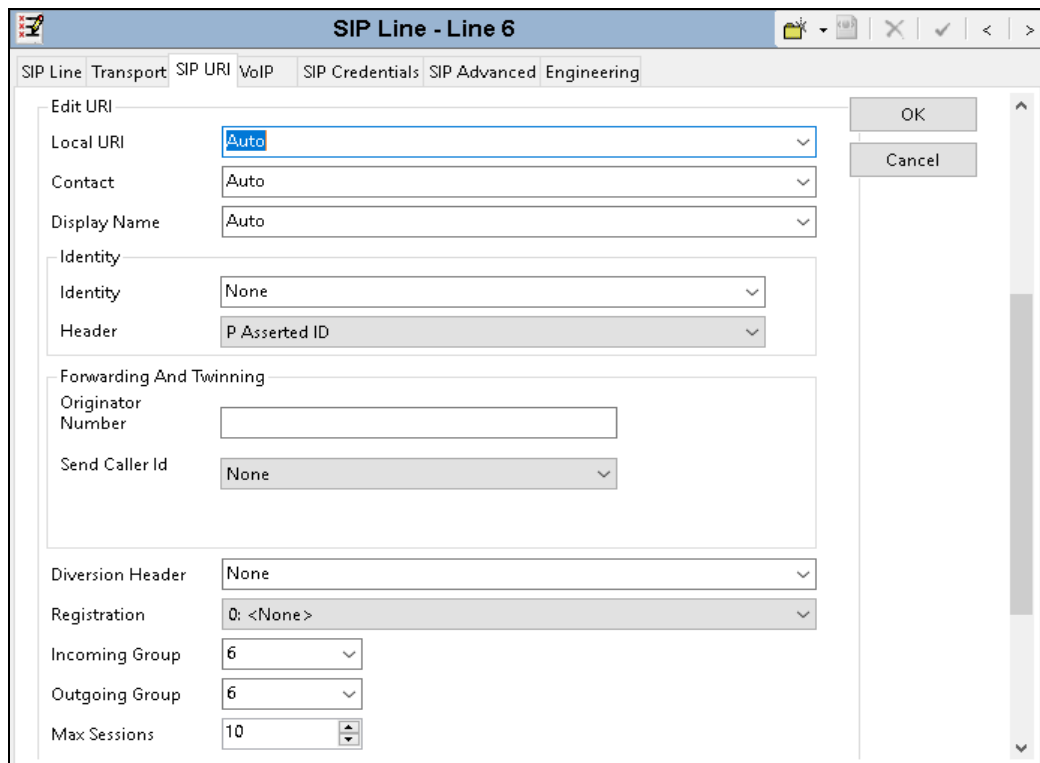


5.4. Administer SIP Line

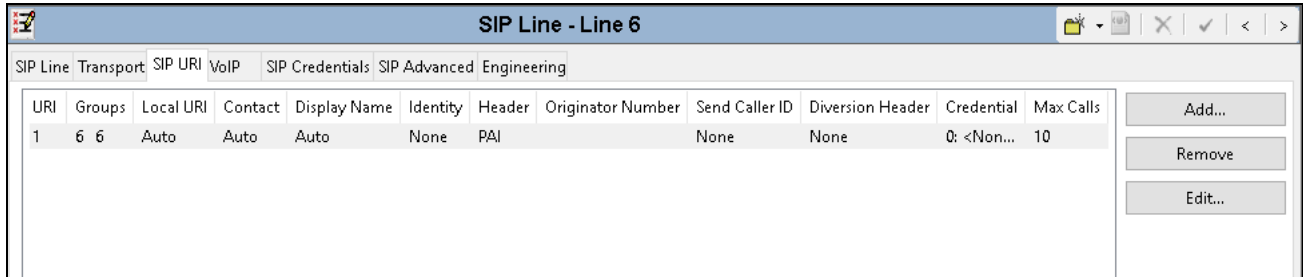
From the configuration tree in the left pane, right-click on **Line** and select **New** → **SIP Line** from the pop-up list to add a new SIP line. Select the **Transport** tab in the right pane. For **ITSP Proxy Address**, enter the IP address of client which FDTTool and SR140 are installed. Retain the default values for the remaining fields.



Select the **SIP URI** tab, and click **Add** to display the **New Channel** section. Select “Auto” for **Local URI**. Enter the SIP line number for **Incoming Group** and **Outgoing Group**. Set **Max Calls per Channel** to the desired maximum number of simultaneous faxes allowed by the SR140 license, in this case “10”. Retain the default values in the remaining fields.



The screen is updated as shown below.

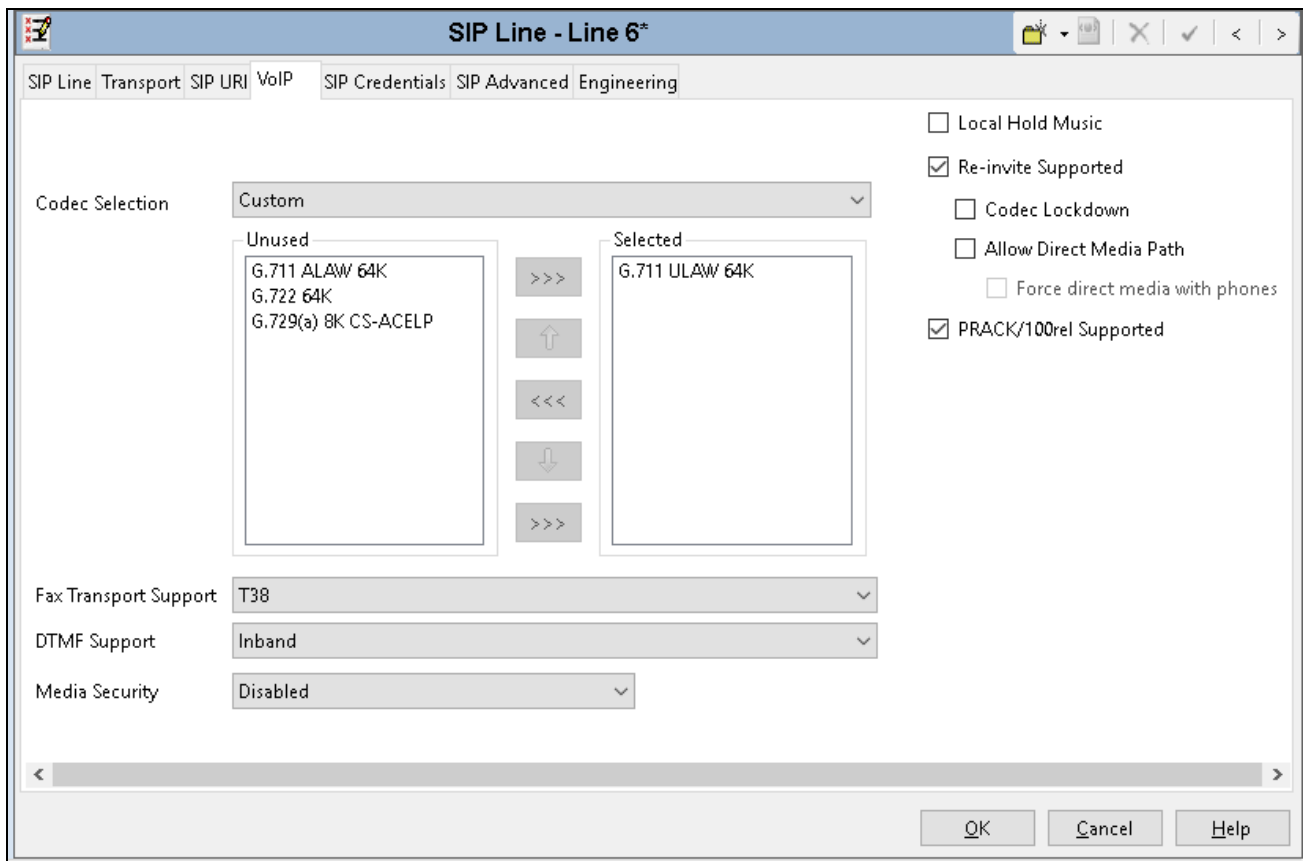


URI	Groups	Local URI	Contact	Display Name	Identity	Header	Originator Number	Send Caller ID	Diversion Header	Credential	Max Calls	
1	6 6	Auto	Auto	Auto	None	PAI		None	None	0: <Non...	10	Add...
												Remove
												Edit...

Select the **VoIP** tab. For **Codec Selection**, select “Custom” and select the applicable G.711Ulaw codec variant in the expanded list. Note that Dialogic SR140 only supports the G.711 variants.

- **Fax Transport Support** - select “T38” from the drop-down list.
- Check **Re-invite Supported**.
- **DTMF Support** – select “Inband” from the drop-down list as noted in **Section 2.2**.
- **Media Security** – select “Disabled” if the IPO system is configured to enable this feature.

Retain the default values in the remaining fields.



SIP Line - Line 6*

SIP Line Transport SIP URI VoIP SIP Credentials SIP Advanced Engineering

Codec Selection: Custom

Unused: G.711 ALAW 64K, G.722 64K, G.729(a) 8K CS-ACELP

Selected: G.711 ULAW 64K

Local Hold Music:

Re-invite Supported:

Codec Lockdown:

Allow Direct Media Path:

Force direct media with phones:

PRACK/100rel Supported:

Fax Transport Support: T38

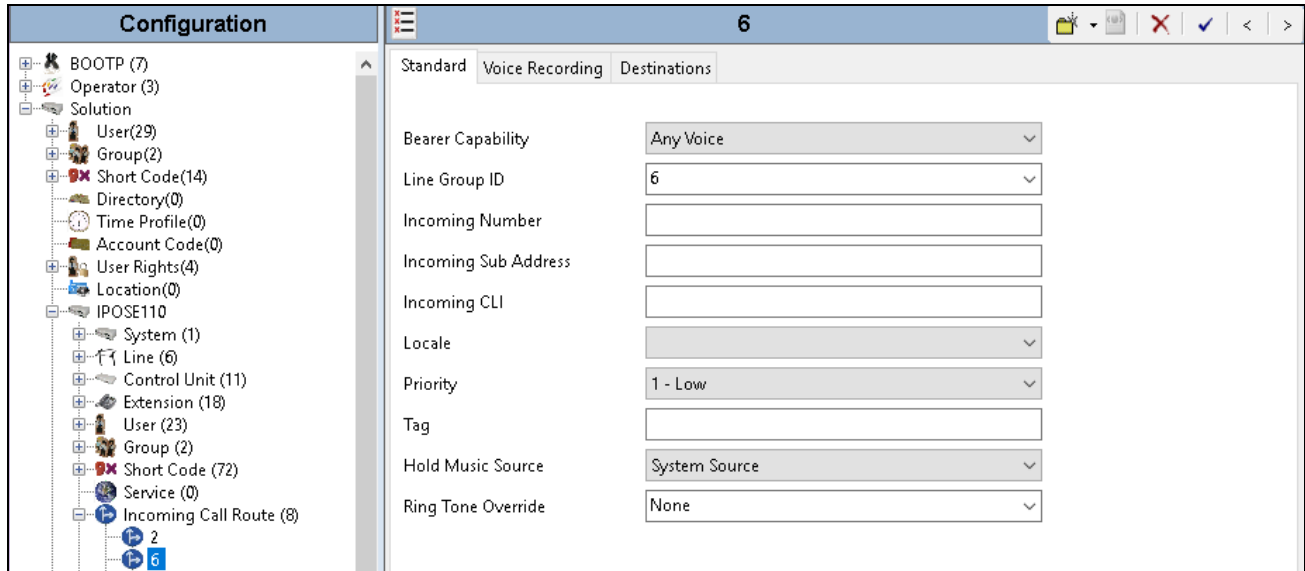
DTMF Support: Inband

Media Security: Disabled

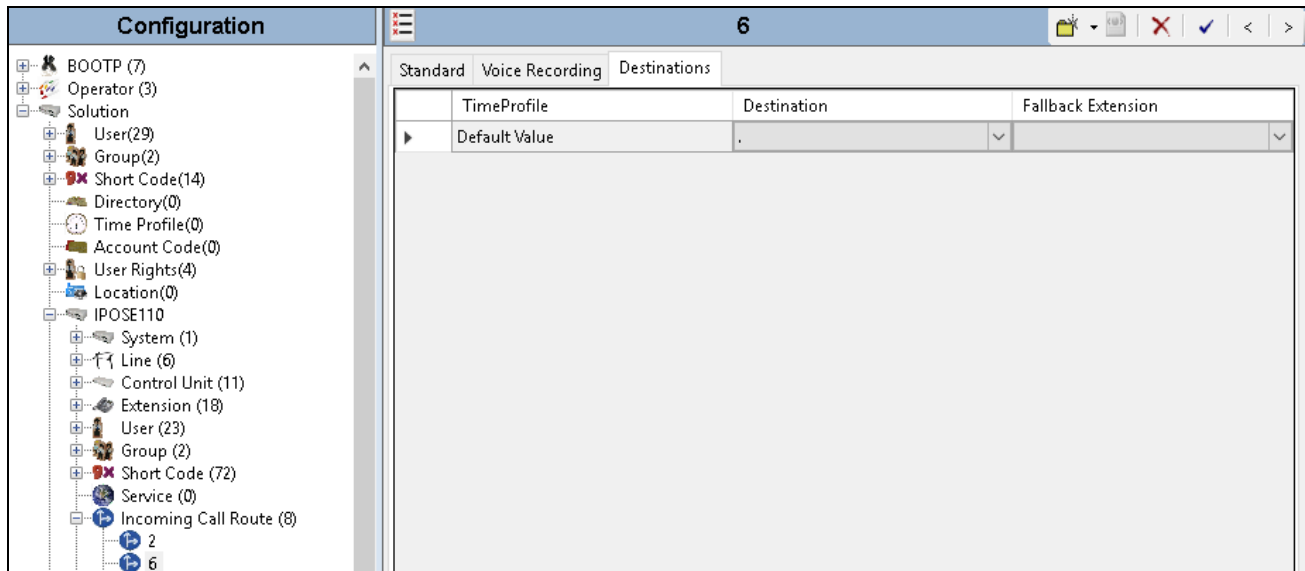
OK Cancel Help

5.5. Administer Incoming Call Route

From the configuration tree in the left pane, right-click on **Incoming Call Route**, and select **New** from the pop-up list to add a new route. For **Line Group Id** in the **Standard** tab, select the incoming group number from **Section 5.4** which corresponds to the SIP line, in this case **Line Group ID** is “6”.



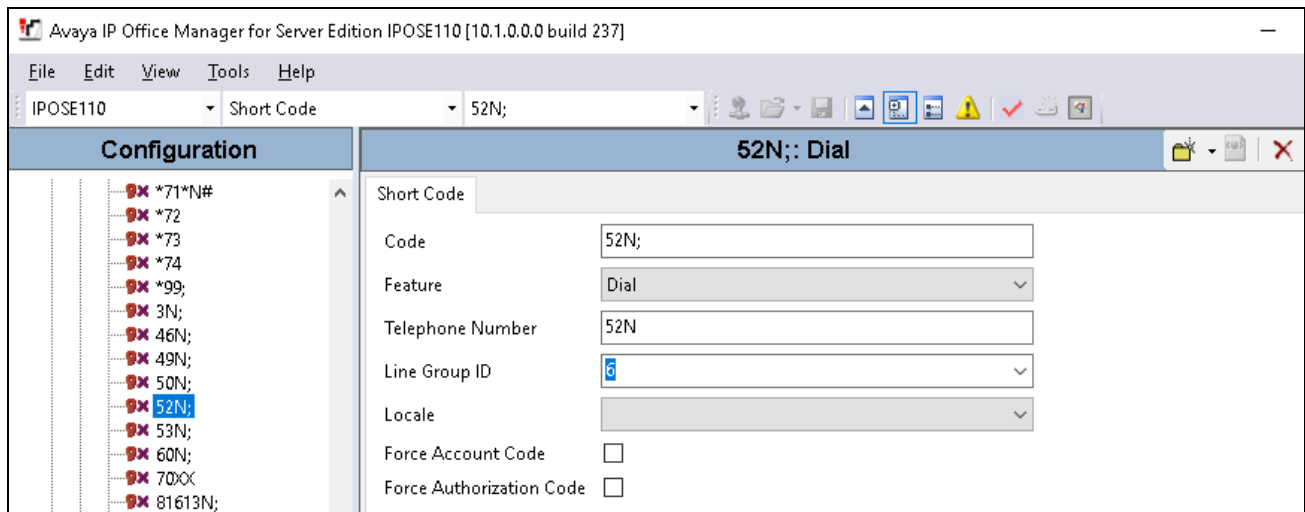
Select the **Destinations** tab. For **Destination**, enter “.” to match any dialed number from Dialogic FDTTool.



5.6. Administer Short Code

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from the pop-up list to add a new short code. In the compliance testing, users on IP Office are designated with fax numbers 52xx, and the fax calls are routed over the SIP trunk to the SR140 fax software client.

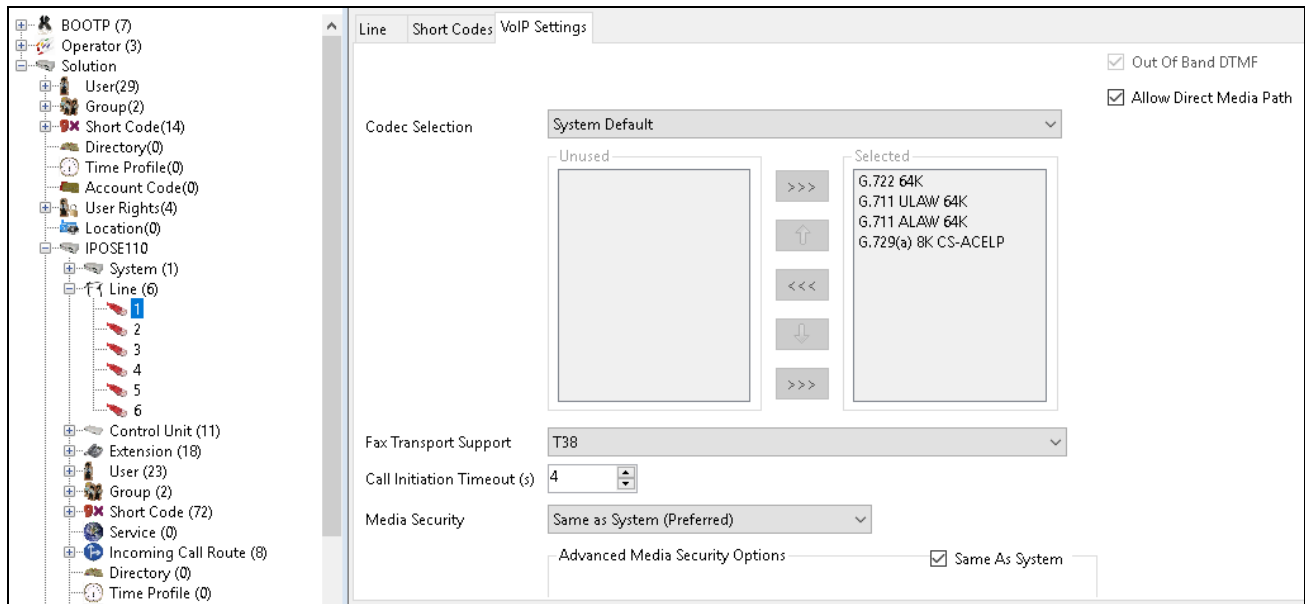
- **Code** – enter “52N;” as the prefix started from 52.
- **Feature** – select “Dial” from the list.
- **Telephone Number** – enter “52N”.
- **Line Group Id** – enter the outgoing group number “6” from **Section 5.4**, which corresponds to the SIP line.



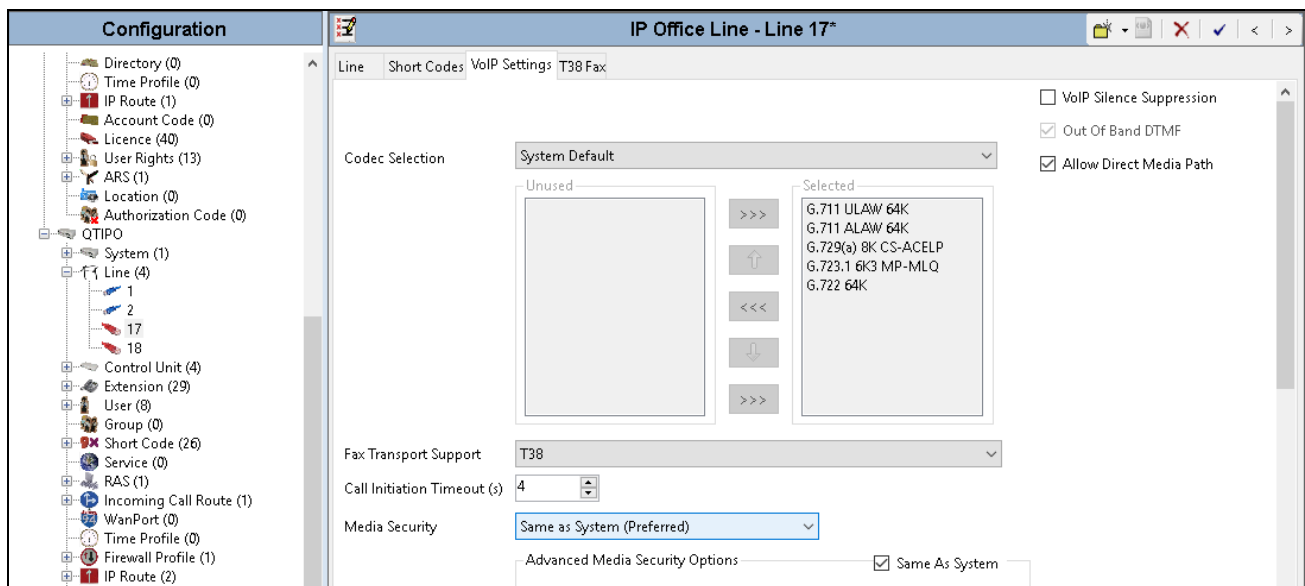
5.7. Administer IP Office Line

The IP Office Small Community Network (SCN) Lines in the IP Office primary and IP Office expansion were previously created during the setup of IP Office Server Edition system when a 500V2 expansion joined to IP Office Primary.

The picture below shows **Line 1 - VoIP Settings** in the IP Office Primary for the compliance test with the SR140. The **Fax Transport Support** was set to “T.38”.



The picture below shows **Line 17 - VoIP Settings** in the IP Office Expansion for the compliance test with the SR140. The **Fax Transport Support** was set to “T.38”.



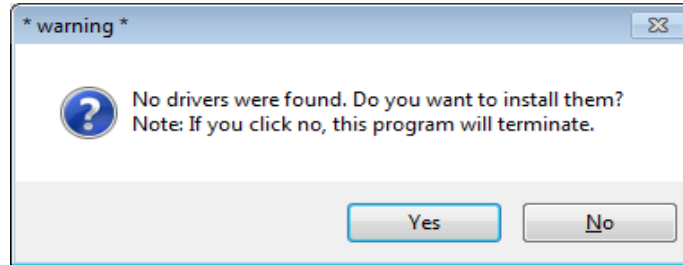
6. Configure Dialogic FDTTool and SR140 Driver

This section describes the configuration of FDTTool and the embedded Brooktrout SR140 virtual fax board software. For instructions on installing FDTTool, refer to **Section 9**.

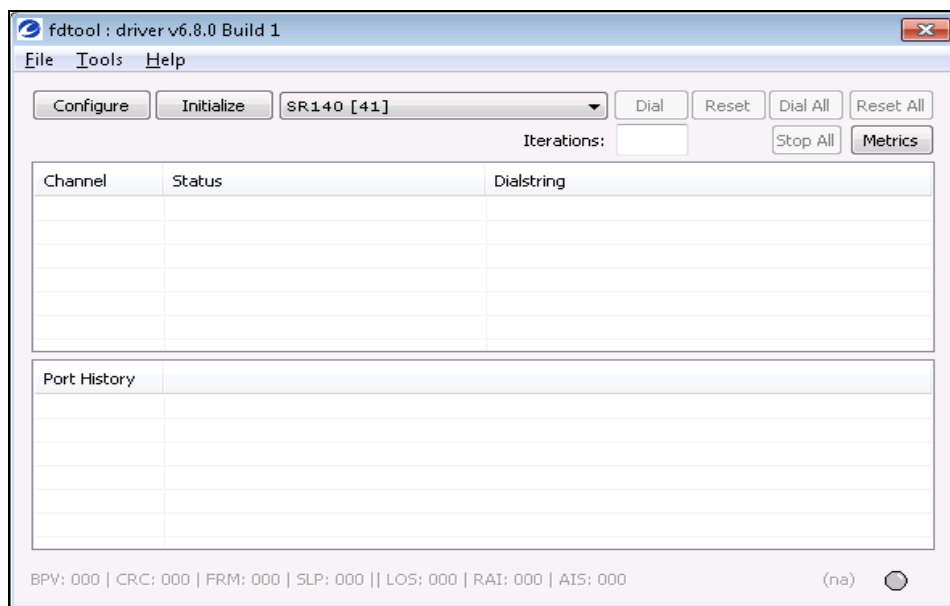
Note that the configurations documented in this section pertain to interoperability between Dialogic FDTTool and the Avaya SIP infrastructure. The configuration of the SR140 software starting in **Section 6.2** will be the same for use with Dialogic partners' fax server applications that make use of Dialogic's Windows Configuration tool. For those applications not using Dialogic's configuration tool or running on Linux, the referenced settings may be set directly in the BTCALL.CFG and the CALLCTRL.CFG files. For reference information on FDTTool, refer to **Section 9**.

6.1. Install Dialogic FDTTool Application

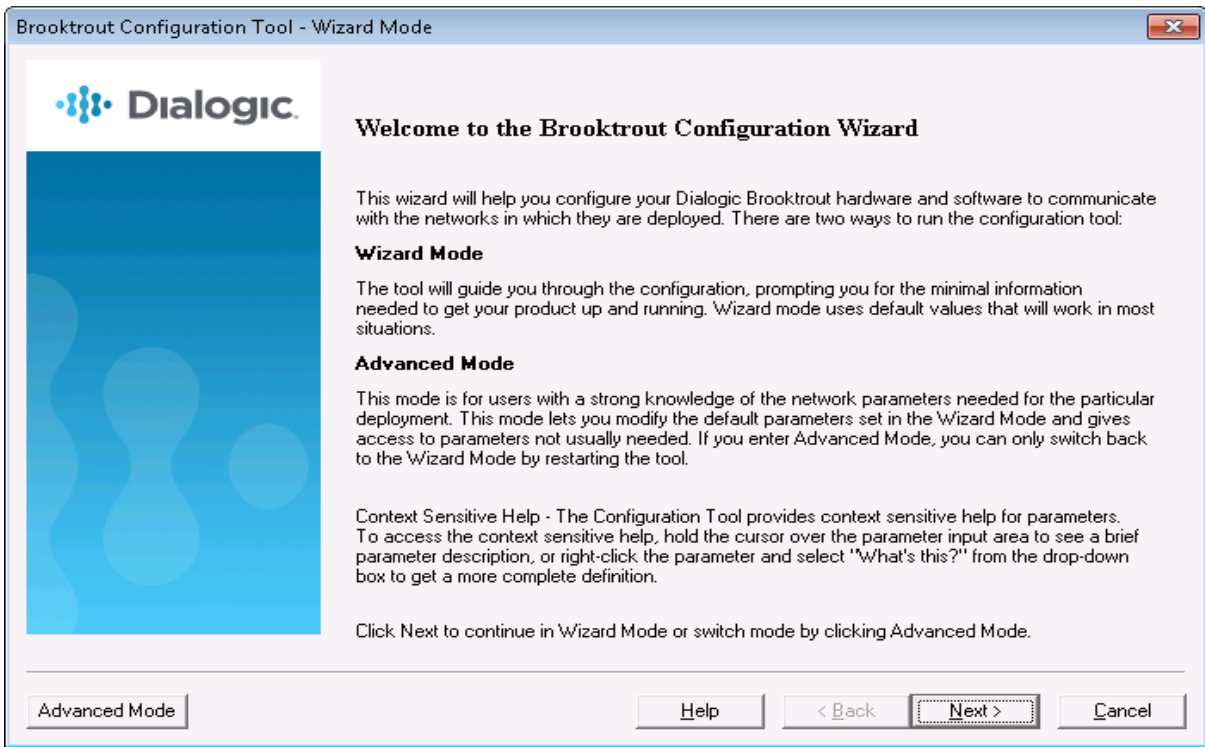
The FDTTool application can be downloaded from Dialogic's website. From the folder where the application is saved, do a right-click on the "fdtool.exe" application and select "Run as Administrator". Select **Yes** when prompted to install drivers in the popup window as shown below.



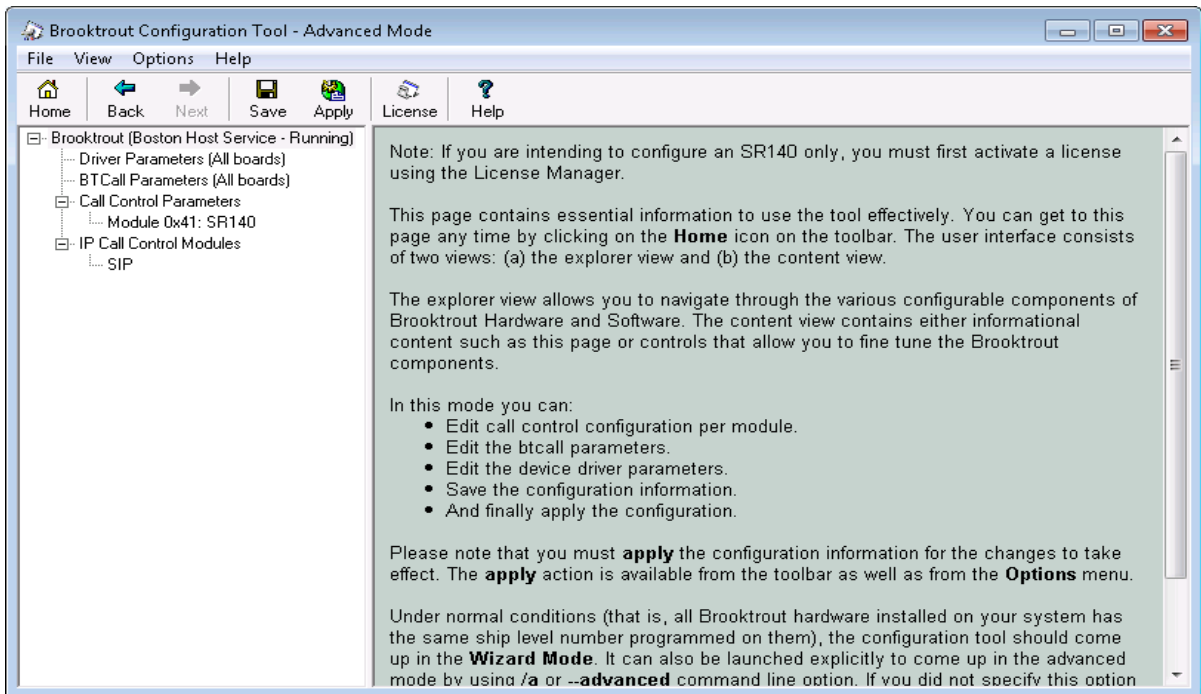
After the driver is installed, the FDTTool window is displayed as shown picture below with SR140 component.



Select **Configure** button on the FDTool, the “Brooktrout Configuration Tool – Wizard Mode” window is displayed. Select **Advance Mode** button in the bottom.

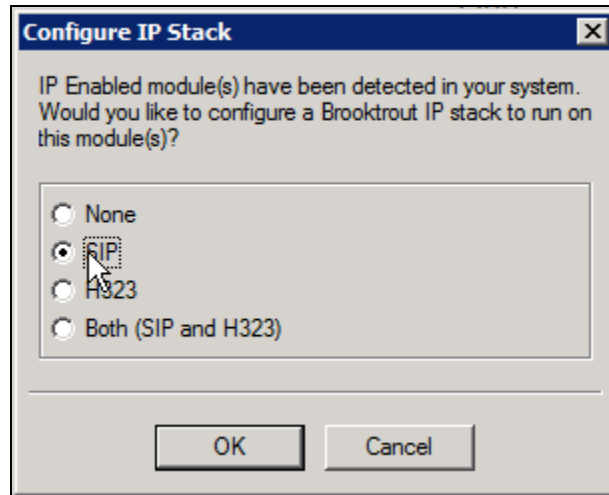


The “Brooktrout Configuration Tool – Advance Mode” window is displayed as shown in the picture below.

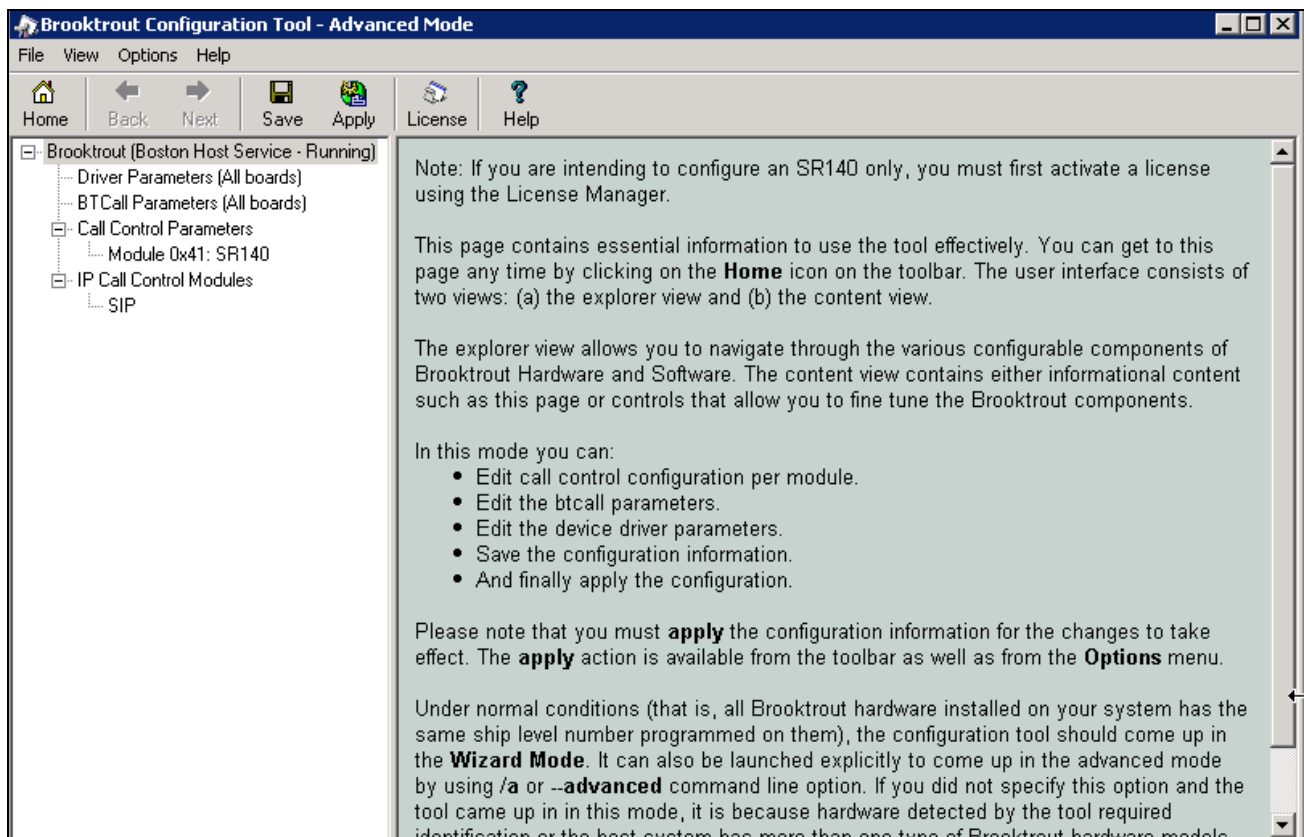


6.2. Configure IP Stack

A **Configure IP Stack** window is displayed on first invocation of the Brooktrout configuration tool:



Choose **SIP** and click **OK** (from above). The following Brooktrout Configuration Tool window is displayed.

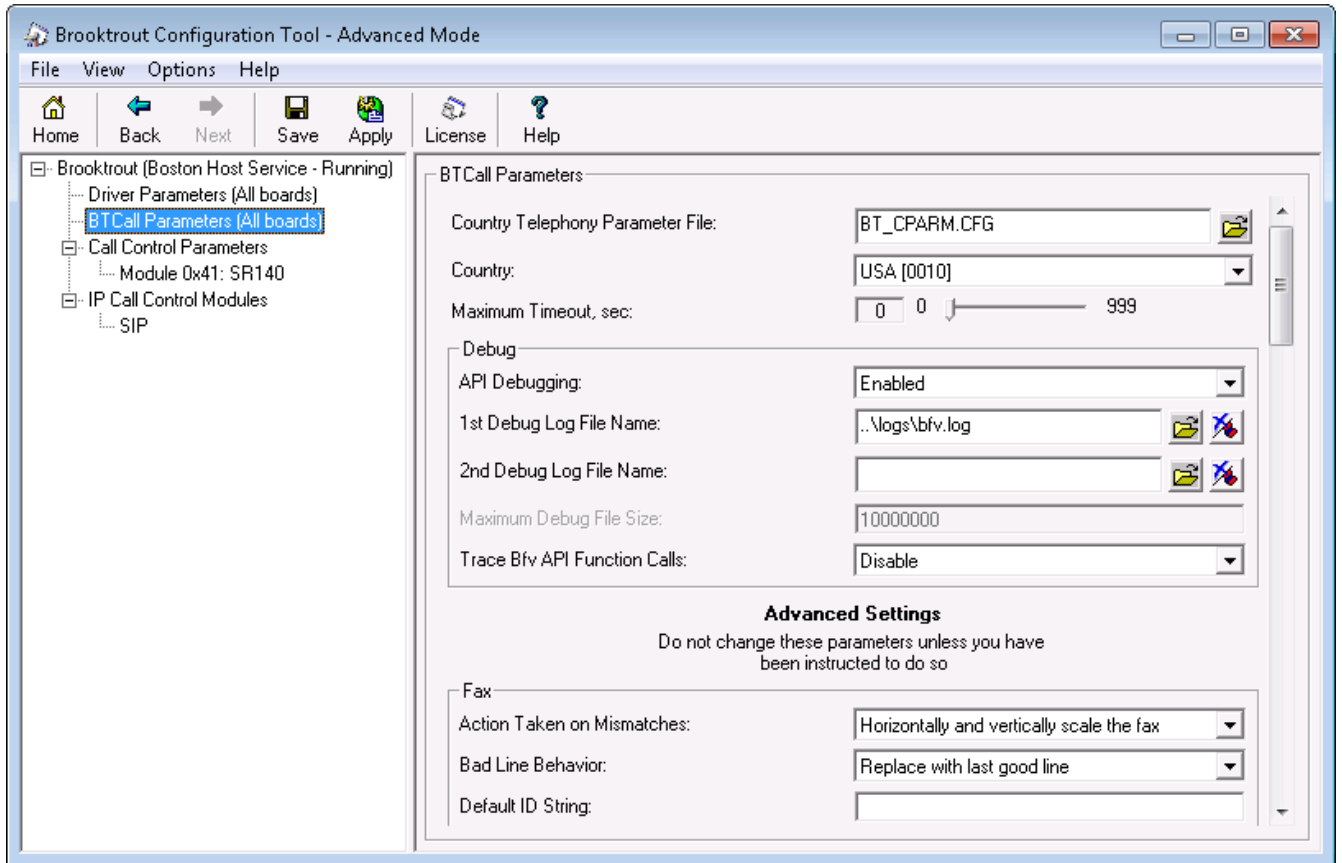


Note that IP Stack can be viewed/reconfigured from the Brooktrout Configuration Tool menu **Options** → **Configure IP Stack** (not shown).

6.3. Configure BtCall Parameters

Note: During the compliance testing, the following settings were retained at the default settings. In practice, these settings may not be required for full functionality.

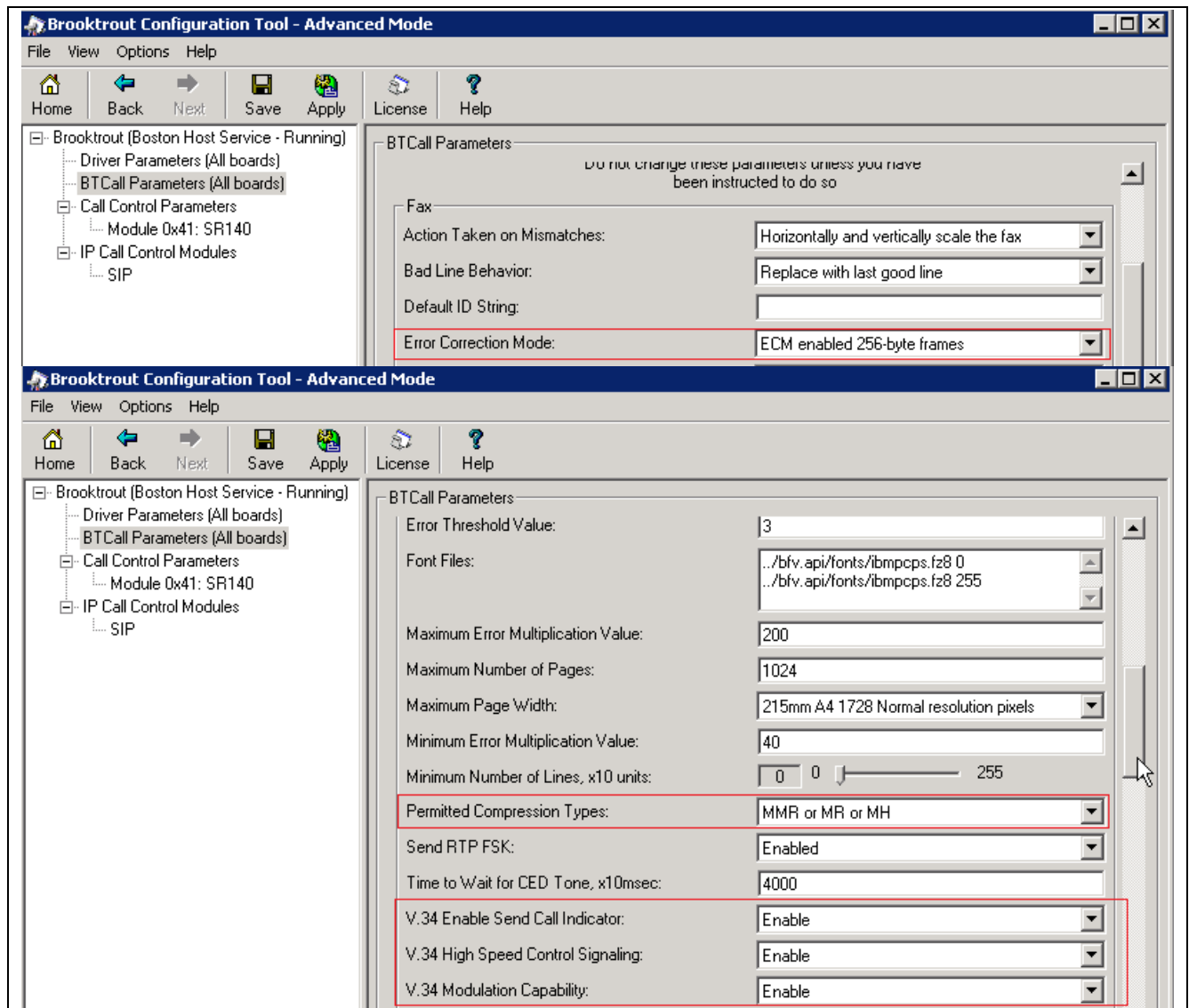
Navigate to **Brooktrout** → **BtCall Parameters (All boards)** in the left navigation menu. Click the **Show Advanced** (not shown) button.



Under Advanced Settings, configure the fields as follows:

- **Error Correction Mode:** *ECM enabled 256-byte frames*
- **Permitted Compression Types:** *MMR or MR or MH*
- **V.34 Enable Send Call Indicator:** *Enable*
- **V.34 High Speed Control Signaling:** *Enable*
- **V.34 Modulation Capability:** *Enable*

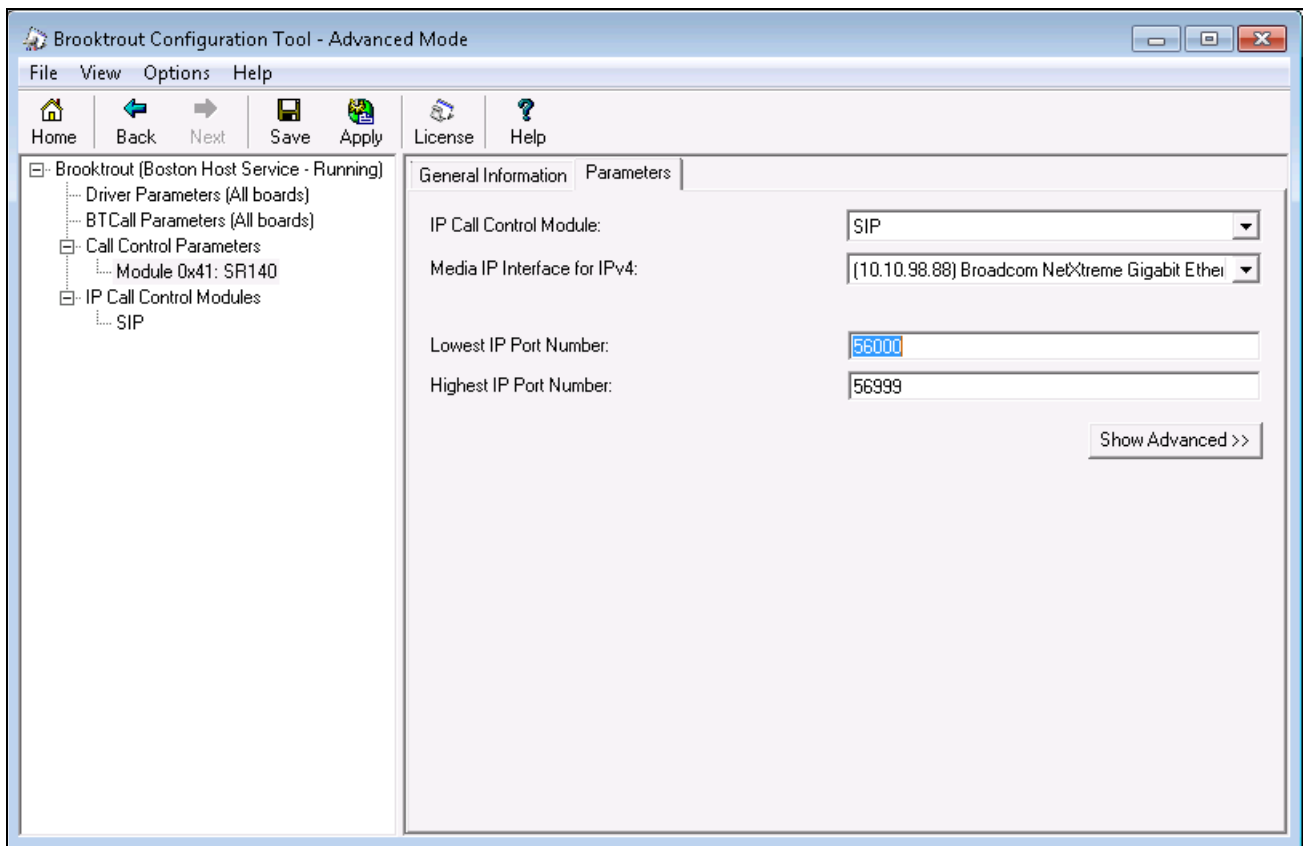
Use default values for other fields.



6.4. Configure Call Control Parameters

Navigate to **Brooktrout** → **Call Control Parameters** → **Module 0x41: SR140** in the left navigation menu. Ensure the following configuration parameters in the **Parameters** tab are properly set:

- **IP Call Control Module:** SIP.
- **Media IP Interface for IPv4:** If the server contains multiple network interface cards (NICs), ensure a correct interface that is able to communicate with the IP Office.
- **Lowest/Highest IP Port Numbers:** Ensure your RTP range matches the port range configured on the Avaya SIP infrastructure. *By default, the port range for SR140 is 56000 to 56999. A maximum range of 1000 ports may be specified. When you change the Lowest IP Port Number value, the Highest IP Port Number value will adjust automatically.*

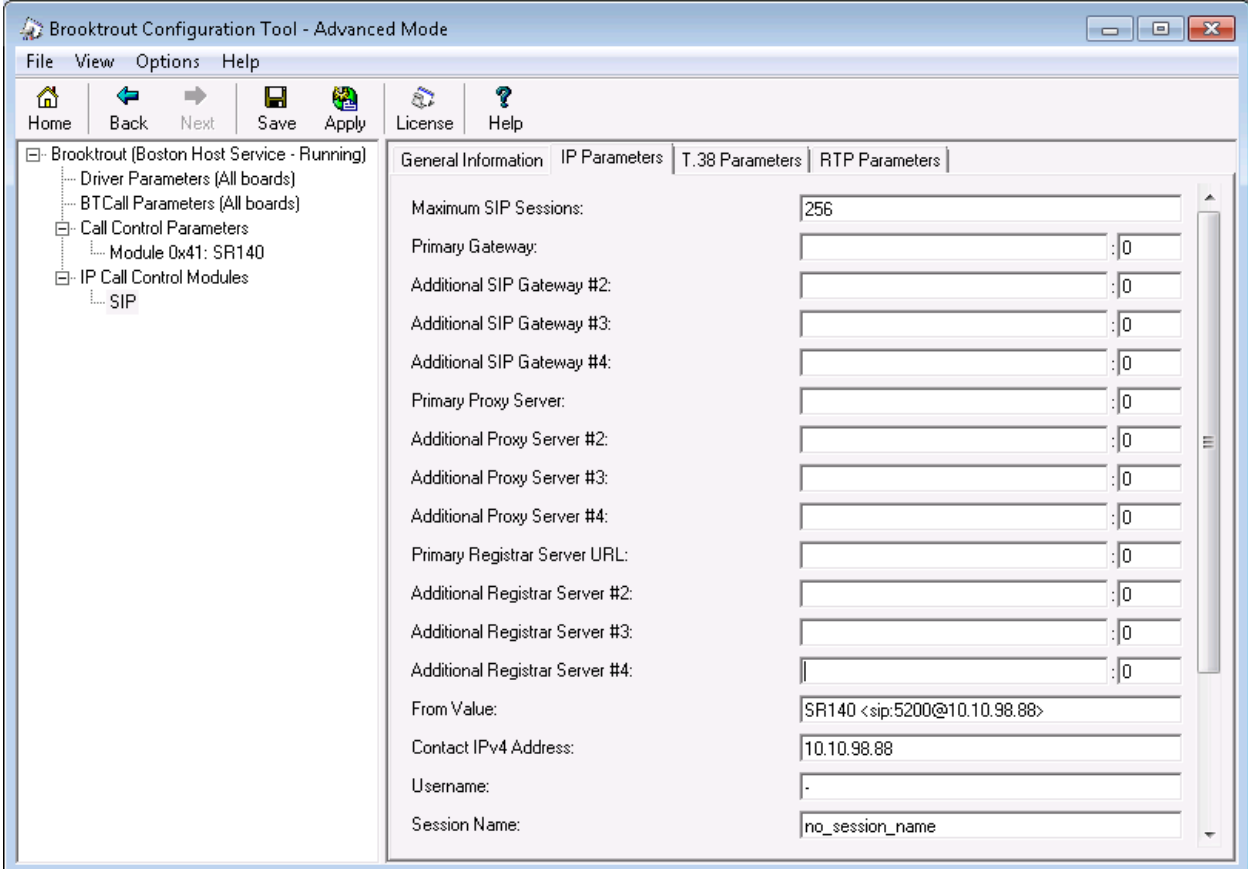


6.5. Configure SIP IP Parameters

Navigate to **Brooktrout** → **IP Call Control Modules** → **SIP** in the left navigation menu. Select the **IP Parameters** tab in the right pane. Configure the fields as follows:

- **Primary Gateway** – Leave this field as blank at the default.
- **From Value** – If required by the Avaya environment, set this to an appropriate “UserInfo@ServerIP”. During compliance testing this value was configured as “SR140 <5200@10.10.98.88>”
- **Contact Address** – Enter the IP address assigned to the client PC where FDTTool installed.
- **Username** – Required. Default value is a dash (‘-’) character.

Use default values for all other fields.



The screenshot shows the Brooktrout Configuration Tool - Advanced Mode interface. The left navigation pane is expanded to show the hierarchy: Brooktrout (Boston Host Service - Running) > IP Call Control Modules > SIP. The main pane is titled 'IP Parameters' and contains the following configuration fields:

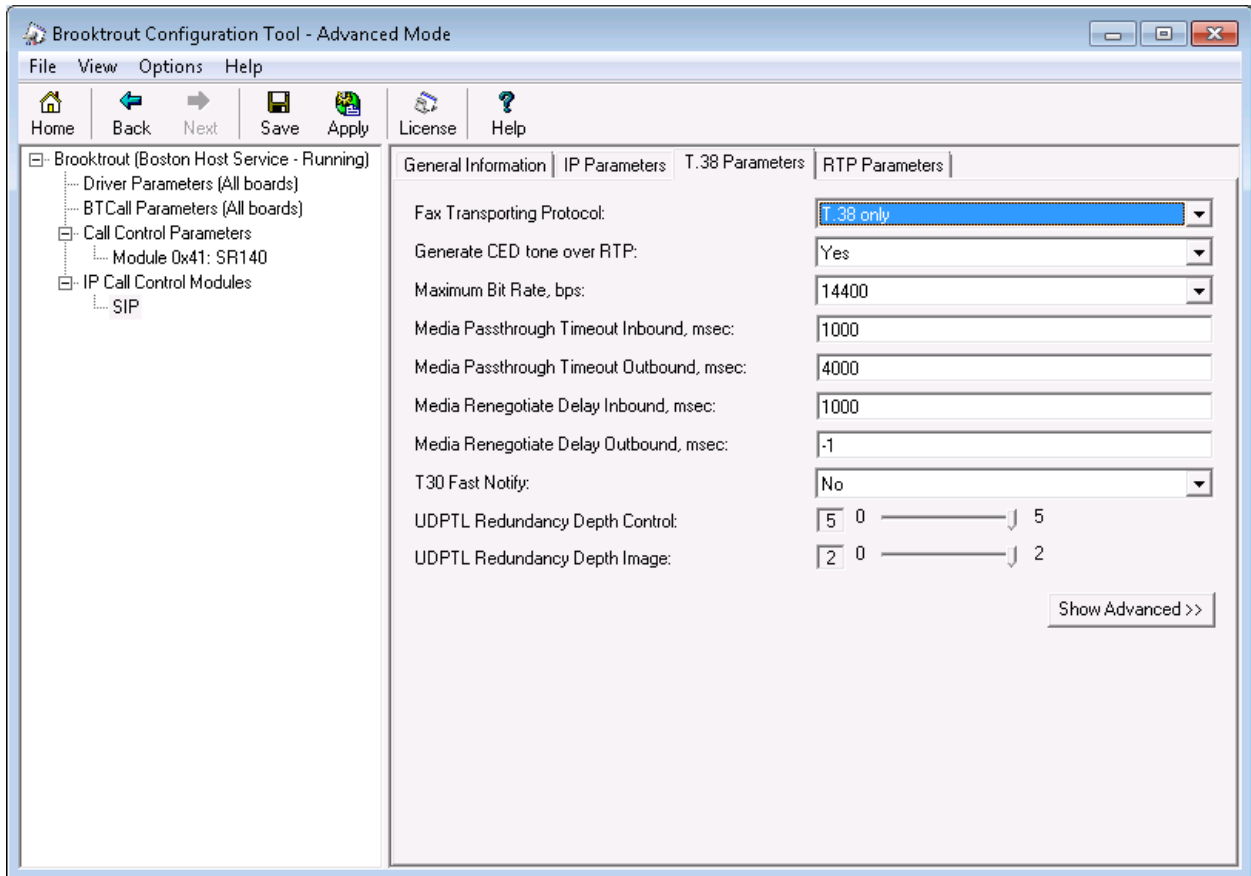
Field Name	Value
Maximum SIP Sessions:	256
Primary Gateway:	
Additional SIP Gateway #2:	
Additional SIP Gateway #3:	
Additional SIP Gateway #4:	
Primary Proxy Server:	
Additional Proxy Server #2:	
Additional Proxy Server #3:	
Additional Proxy Server #4:	
Primary Registrar Server URL:	
Additional Registrar Server #2:	
Additional Registrar Server #3:	
Additional Registrar Server #4:	
From Value:	SR140 <sip:5200@10.10.98.88>
Contact IPv4 Address:	10.10.98.88
Username:	-
Session Name:	no_session_name

6.6. Configure T.38 Parameters

Select the **T.38 Parameters** tab. Configure the fields as shown below in the screenshot.

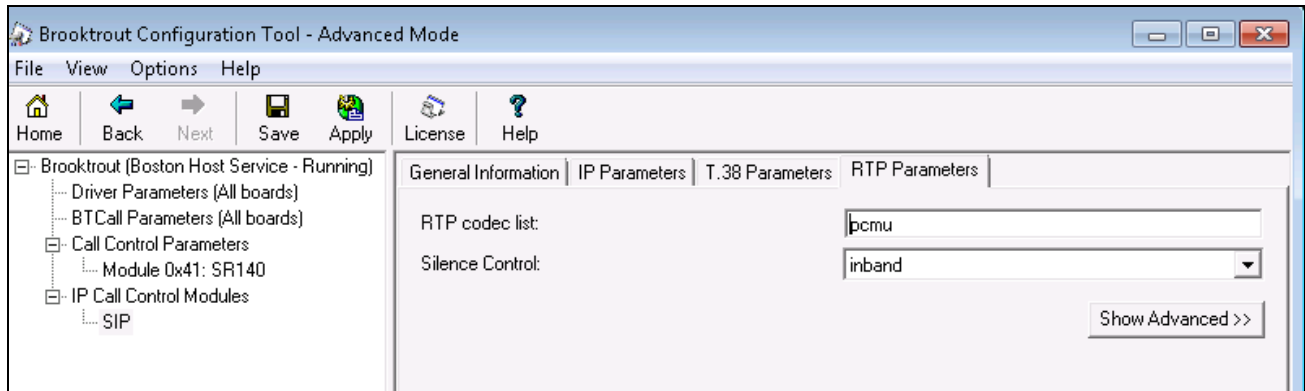
Note: During the compliance testing, the following settings were configured at the default settings. In practice, these settings may not be required for full functionality.

- **Fax Transporting Protocol** – select “T.38 only” from the list.
- **Maximum Bit Rate, bps** – is set to maximum, 14400, which is the default setting.



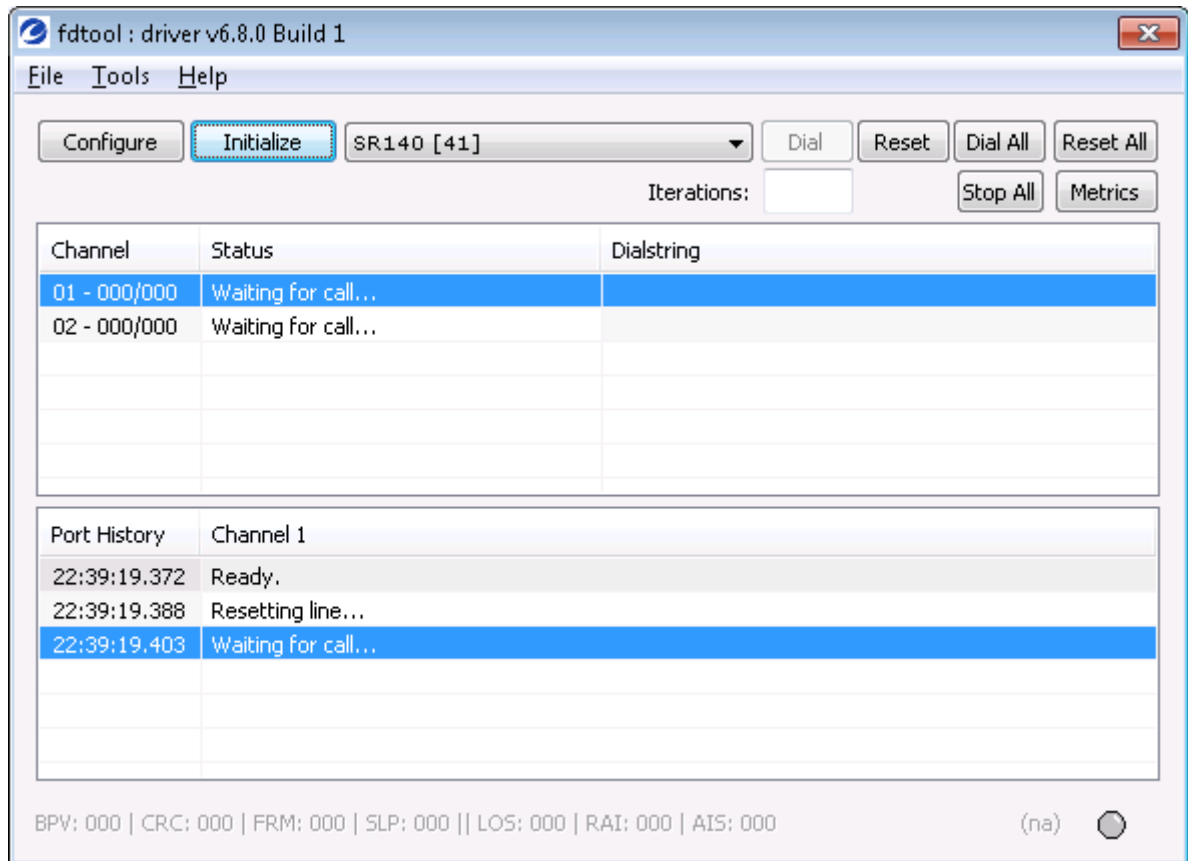
6.7. Configure RTP Parameters

Select the **RTP Parameters** tab. Set the **RTP codec list** value to use only a single codec, either “pcmu” or “pcma” to match the codec used in your region.



After verifying all the above parameters are properly set, click **Save** in the button menu. Exit the Brooktrout Configuration Tool.

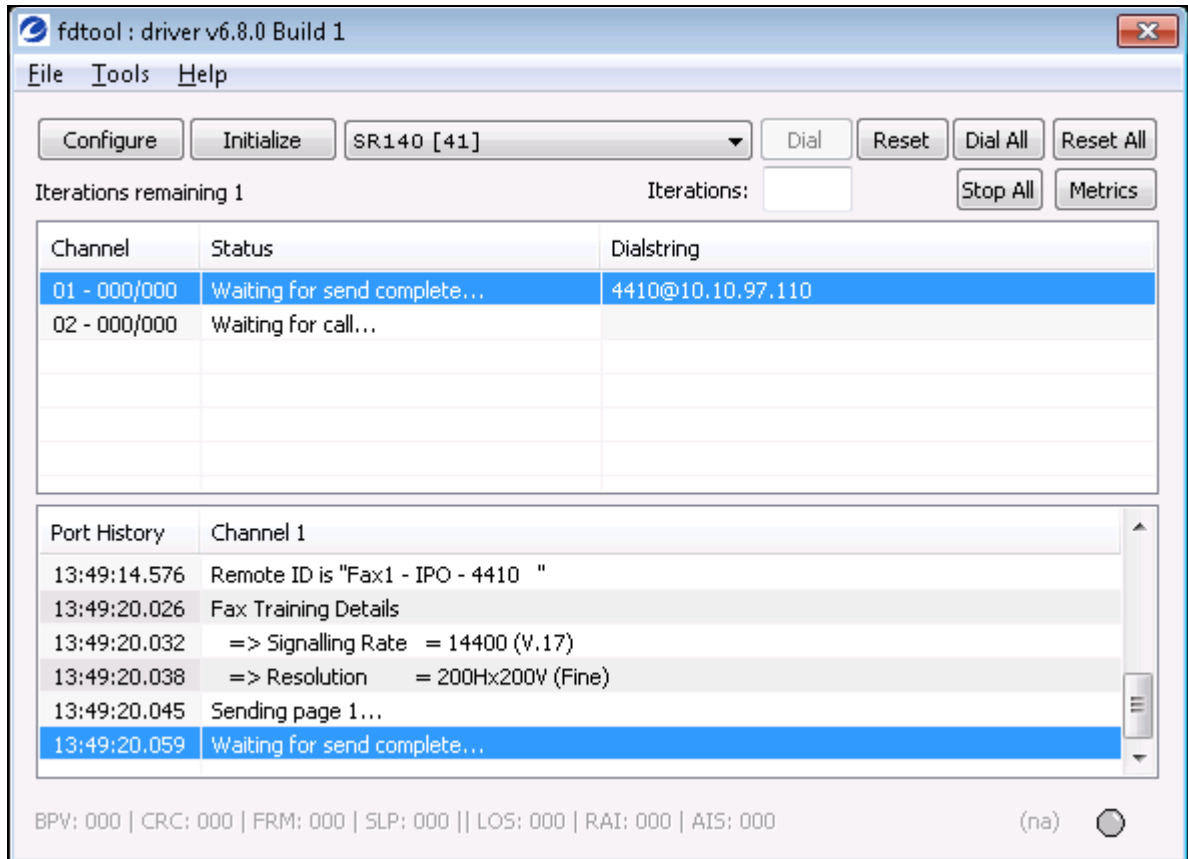
From the FDTool window, click on “**Initialize**” button to start the Brooktrout SR140 service, the Status column shows “Waiting for call...”



7. Verification Steps

The following steps may be used to verify the configuration:

- Verify that fax calls can be placed to/from the FDTool from both local and remote sites. The picture below shows the FDTool was sending fax to the local fax endpoint that is connected to the expansion 500V2.



From the **Avaya IP Office R10 Manager** screen shown in **Section 5.1**, select **File → Advanced → System Status** to launch the **System Status** application, and log in using the appropriate credentials.

The **IP Office System Status** screen is displayed. Expand **Trunks** in the left pane and select the SIP line from **Section 5.4**, in this case the SIP trunk line number is “6”.

Verify that the **SIP Trunk Summary** screen shows an active channel with a **Current State** of “Connected”, and that the sender fax number is displayed in the **Caller ID or Dialed Digits** field.

IP Office System Status


About

Status

Utilization Summary

Alarms

SIP Trunk Summary

Line Service State: In Service
Peer Domain Name: bwvdev.com
Resolved Address: 10.10.98.88
Line Number: 6
Number of Administered Channels: 10
Number of Channels in Use: 1
Administered Compression: G711 Mu, G711 A
Enable Faststart: Off
Silence Suppression: Off
Media Stream: RTP
Layer 4 Protocol: UDP
SIP Trunk Channel Licenses: 1024  0.1%
SIP Trunk Channel Licenses in Use: 1
SIP Device Features:

Channel Number	URI G...	Call Ref	Current State	Time in State	Remote Media Ad...	Codec Connec...	Caller ID or Diale...	Other Party on Call	Direction of Call	Round Trip De...	Receive Jitter	Receive Packet ...	Transmit Jitter	Transmit Packet ...
1	1	476	Connec...	00:01:13	10.10.9...	T38...	RTP Rel...	5200@...	Line: 1 IP Office	Incoming	0ms	0ms	0%	0%
2			Idle	22:57:25										
3			Idle	22:57:25										
4			Idle	22:57:25										
5			Idle	22:57:25										
6			Idle	22:57:25										
7			Idle	22:57:25										
8			Idle	22:57:25										

8. Conclusion

These Application Notes describe the procedures required to configure Dialogic Brooktrout SR140 Fax Software to interoperate with Avaya IP Office using SIP trunks. Please refer to **Section 2.2** for any exceptions or observations.

9. Additional References

This section references the documentation relevant to these Application Notes. The following and additional Avaya product documentation is available at <http://support.avaya.com>.

1. *Avaya IP Office™ Platform Server Edition Reference Configuration*, Sep 2017
2. *IP Office™ Platform 10.1, Deploying Avaya IP Office™ Platform Servers as Virtual Machines*, Jun 2017
3. *IP Office™ Platform 10.1, Deploying Avaya IP Office™ Platform IP500 V2*, Jun 2017.
4. *IP Office™ Platform 10.1, Installing and Maintaining the Avaya IP Office™ Platform Application Server*, Document number 15-601011, Aug 2017.
5. *Administering Avaya IP Office™ Platform with Web Manager*, Release 10.1, Sep 2017.
6. *Administering Avaya IP Office™ Platform with Manager*, Release 10.1, Sep 2017.
7. *Manager Feature Description and Implementation*, Release 7.0, 555-245-205.

Diallogic documentation:

1. Diallogic Brooktrout SR140 Fax Software product information
<https://www.diallogic.com/sr140>.
2. Brooktrout Windows End User Guide
<https://www.diallogic.com/webhelp/Brooktrout/SDK68/WindowsEndUserGuide.pdf>
3. How to Download and use the Diallogic® Brooktrout® Fax Diagnostic tool for Windows.
https://www.diallogic.com/support/helpweb/helpweb.aspx/1917/how_to_download_and_use_the_diallogic_brooktrout_fax_diagnostic_tool_for_windows/sr140

Additional Diallogic Brooktrout product documentation is available at <https://www.diallogic.com/manuals/brooktrout/brooktrout>

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