

# Faxcom Server

## *Enterprise Fax Management*

- Windows FAXCOM® Server: Reliable, Versatile Fax and Messaging Server
- Enables Real-Time Fax Communications via T.38 Fax Over IP
- Supports virtually every computing, application, and messaging environment
- Sends both faxes and e-mail - from both the desktop and from forms-based production applications
- Includes a translation engine that automatically converts MS Office, PDF and HTML documents

### Supports Virtually Every Computing, Application and Messaging Environment

One Windows FAXCOM Server can support all of the following simultaneously:

- Outlook, Notes, GroupWise and SMTP (Internet mail) client desktop fax capabilities
- Automated faxing and e-mailing of documents generated from SAP, Oracle, Baan, Lawson, MFG PRO, MK or other ERP applications
- Conversion to fax and e-mail of mainframe legacy print data streams
- Platform-independent, Browserbased fax service for Windows, UNIX and Macintosh users
- A command language interface that enables customers to create their own FAXCOM fax gateways
- From 10 to 100,000 users

### Provides a Choice of Telephony Options

With the Windows FAXCOM Server, you can choose from a variety of telephony integration options: T1/PRI/ISDN/E1/BRI digital lines; loop start and/or Direct Inward Dial (DID) analog lines. Aware of the need to preconfigure a T1 line before installing the Windows FAXCOM Server, Biscom conducts a special T1 pre-installation screening to help ensure a smooth installation of the FAXCOM. The T1 pre-installation conference call, which takes place between Biscom Technical Support, your technical representative and are presentative of your phone company or PBX vendor, has proven very effective at ensuring a smooth installation – and demonstrates the value to be gained from working with a company as experienced as Biscom.

### Sends both Fax and E-mail

In addition to providing production and desktop fax solutions, the Windows FAXCOM Server also supports these unified messaging applications:

#### Transaction Messaging

Enabling customers to e-mail a purchase order, invoice or shipping document from an accounting system, ERP system or mainframe application. The Windows FAXCOM Server takes PCL, PostScript and TIFF print image files from these systems and sends them as e-mail with a TIFF or PDF attachment.

#### Unified Messaging

Enabling Windows FAXCOM Servers to work directly with products from Lucent, Cisco (Active Voice), Nortel, Nokia, and Siemens to implement access to faxes in a unified messaging mailbox. Users call into their voice mail for a list of faxes they have received, and can then either forward them to a fax machine or view them directly from a Notes, Exchange or GroupWise mailbox.

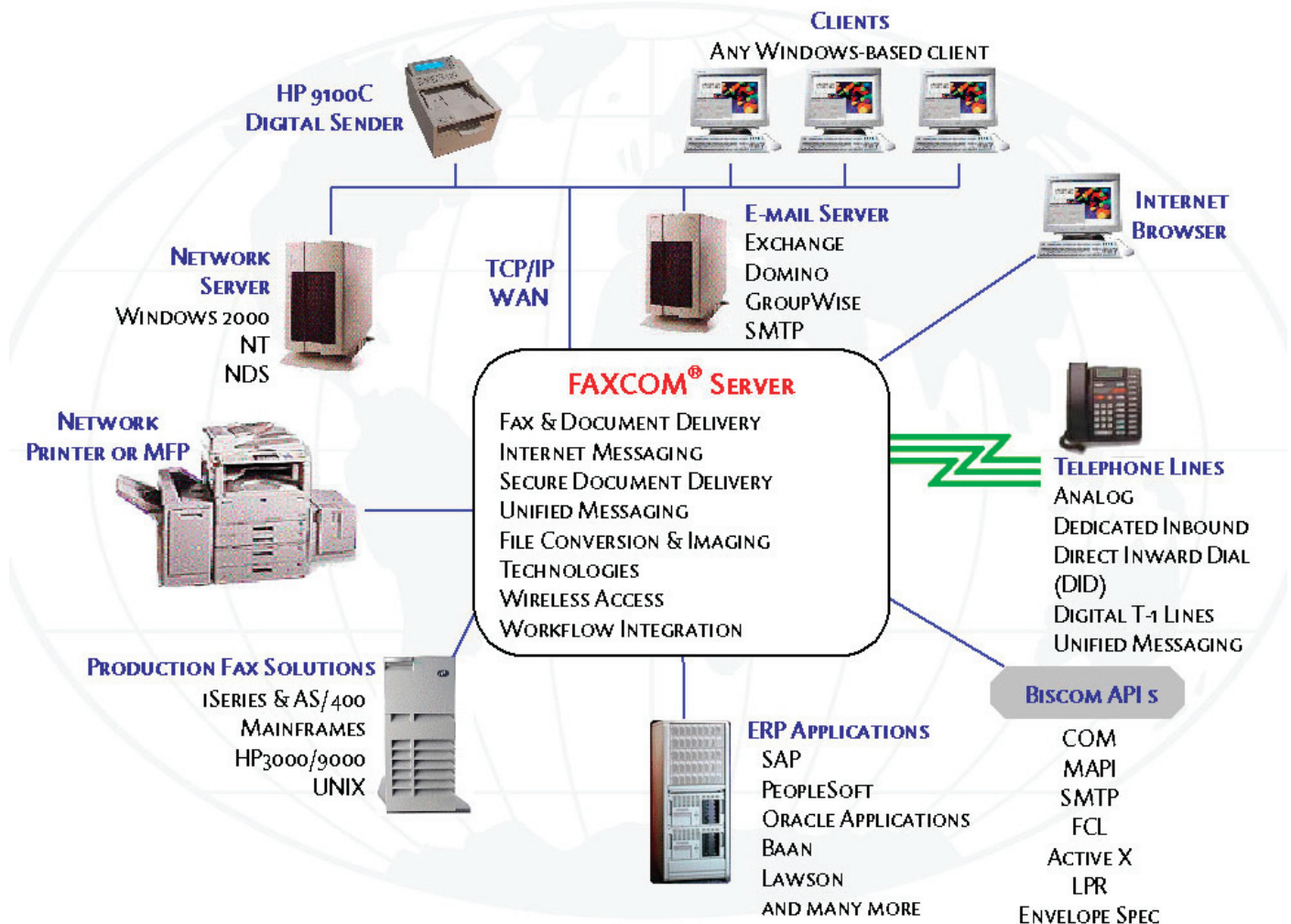
#### Secure Document Delivery

Enabling users to deposit documents into an electronic safety deposit box from an application on the desktop or from a production application via an API. The Secure Document Delivery application sends the recipient e-mail or fax notification of the URL where the electronic safety deposit box and the document can be found. The recipients must then be authenticated to the server before being granted permission to retrieve the document. The sender then receives confirmation of the receipt of the document.

## Faxcom Server: Product Features

- Translation Server component that converts application file attachments to fax format
- Fax batching, whereby multiple faxes to be transmitted to the same telephone number are delivered in one call, eliminating redials of frequently used numbers and providing more timely and cost effective fax routing.
- Inbound routing methods (routing criteria) that include Fax Port, Dialed Digits (DTMF or DID), TSID, and Caller ID; Destination Types that include Host Port, Session, Printer, SMTP E-mail, SMTP E-Mail via LDAP, FTP, UNC, Quarantine, and Hang up
- Support for the Quarantine Doctor utility, whereby faxes are “quarantined” on the fax server (and not delivered for further routing) because they meet the user-specified criteria for isolating faxes that may be “spam” faxes, i.e., junk mail faxes
- Least-Cost-Routing, which enables the routing of faxes via a TCP/IP-based data network to a remote Windows FAXCOM Server, thereby minimizing/eliminating long distance telephone costs
- Comprehensive alarm monitoring and notification, including notification via paging system, SMTP Mail, SNMP traps, console beep, and local/remote printer hard copy
- Alarm generation for key server metrics, including queue size, inbound/outbound fax port transmission error rates, enabled idle inbound fax lines
- Archiving of copies of fax jobs according to Job Type and Result Type, and automatic cleanup of the archived faxes
- Directing of incoming faxes to a host, local/remote printer or a user desktop
- Integration of the fax service with Event Log and Performance Monitor
- Configuration Wizard that includes a button for blinking the fax card LEDs to visually confirm which fax ports are on which boards
- Use of Lightweight Directory Access Protocol (LDAP) to query a corporate directory to route inbound faxes
- Modular software design capable of supporting higher density systems
- Inclusion of the Send a Test Fax utility, enabling users to test successful connection of the fax server to the network immediately upon completing the software installation
- Use of Windows 2000, with its improved management and reliability
- Architecture that is specifically designed to Never Lose a Fax
- Logging of all messages sent and received
- Simple, easy-to-use installation procedure built upon latest MS Windows Installer
- Configuration Wizard that enables the configuration of multiple host ports/fax ports simultaneously
- Automatic detection of the number of installed fax channels
- Support for up to 96 fax channels when used with Brooktrout’s TR1034 board

# FAXCOM - Enterprise Map



Corporate communications, such as document delivery, are the backbone of any business. They need to run smoothly, efficiently and seamlessly— both behind the scenes and when actively used by clients and colleagues. Biscom has been addressing this issue for over 16 years. We were pioneers in the development of enterprise fax server technology, including the development of industry-leading API toolkits for custom application integration, and we continue to advance the ways that corporate communications are handled with innovations in document file conversion, secure delivery technologies and remote access. Our methodology is a simple one: provide our clients with the flexible solutions they expect and the scalable systems they require.