

FACSYS FAX MESSAGING
GATEWAY

FACSYS

FAX MESSAGING GATEWAY FOR MICROSOFT WINDOWS



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WHY FAX ?

Perhaps one of the most pressing issues for IT departments today is the integration of disparate systems – databases, workflow, desktop productivity applications, voice, email, and fax. In a period where competitive pressures require that corporations do “more with less,” these integration strategies are essential for providing high returns on technology investments.

Fax is particularly indispensable when it comes to processes that involve the world beyond the enterprise network. Fax is often the medium of choice for such communications because:

- there is no e-mail address available for the specific recipient;
- the recipient does not have a computer;
- the two parties either can't or don't want to deal with file format issues;
- a fax image cannot be altered and is therefore a more secure message medium; the time-stamp and authentication that fax provides is a requirement of the process;
- hard copy is often more convenient than digital data;
- faxes are easy to annotate and share with others;
- and with FACSys, you can fax every document you can print, giving you the ability to easily distribute your information.

MANY CHOICES

Print to Fax: using the FACSys client software you can 'print to fax', just like printing to a printer.

FAX to and from e-mail: using your e-mail system (Exchange, Notes, Groupwise, SMTP) you can e-mail a message with an attachment that gets converted to a fax image and sent directly from your mail system. You can receive faxes directly into your inbox using DID or DNIS routing. Some configuration and rendering tools are required on the FACSys server to render PDF's, DOC and XLS files.

Fax enable your application: using Active Fax Messaging is emFAST's latest advance in fax integration technology. Utilizing the ActiveX/COM model, writing custom fax-enabled applications is made easier than ever. At the same time, developers have access to a wider range of FACSys features than before. Please navigate the documentation and code samples to see what Active Fax Messaging is all about.

FACSYS LICENSING MODELS

There are four licensing models for FACSys – FACSys LITE, FACSys SBS, FACSys Channel Licensing, and FACSys Client Licensing – which means you have the ability to cost-effectively tailor FACSys to your size of environment and your faxing requirements.

FACSYS CLIENT LICENSING

The traditional method used by FACSys, each client that accesses the services provided by the fax server must have a license. This licensing model is aimed at those organizations where the majority of employees are fax users, ie a travel centre.

FACSYS CHANNEL LICENSING

The fax server is licensed on a per channel basis. Each line or channel on the fax board requires a license. There is unlimited client licenses. This license is aimed at the organization with many potential fax users but with overall low volumes, ie a manufacturing plant.

FACSYS SBS

FACSys® SBS installs on a Microsoft® Small Business Server and is suited to a company with 10 to 75 users needing up to 4 channels of fax bandwidth. Even though SBS® comes with its own built-in faxserver (MS Shared Fax), there are many benefits to deploying a FACSys® server on an SBS system. These benefits are detailed in our paper “FACSys SBS”. FACSys® SBS comes with 30 day FREE remote installation and support included for all Australian customers.

FACSYS LITE

FACSys® LITE was created for the smaller customer who needs up to 10 users and 2 channels. FACSys® LITE also comes with 30 day FREE remote installation and support included for all Australian customers.

SERVER FUNCTIONS

CLIENT/SERVER ARCHITECTURE

All scheduling, conversion, and rendering is performed at the fax server, keeping workstation processing power requirements to a minimum.

NATIVE WINDOWS NT 32-BIT, MULTI-THREADED, MULTITASKING

FACSys is a full Win32, native NT application. This allows it to deliver outstanding processing performance and take advantage of the multithreading and multitasking capabilities inherent in the Windows NT operating system.

OPEN, STANDARD SYSTEM

FACSys was developed by adhering to industry standards and open interfaces. This allows enterprises to seamlessly integrate FACSys functionality with existing software products and hardware platforms.

MULTIPLE SERVER PLATFORMS SUPPORT

FACSys server hardware platforms include Intel workstations with Windows NT / 2000 / 2003. FACSys is compliant and has been tested with Microsoft's latest software releases. In fact, Microsoft has implemented one of the largest FACSys server configurations to handle their own day to day corporate and customer faxing needs.

3RD PARTY PRODUCT INTEGRATION

FACSys has many partners to help customers incorporate fax into their enterprise IT applications and workflow environments. FACSys Fax Messaging Gateway provides a single point of integration for personal productivity software, imaging and document management systems, email/ groupware platforms, customer service applications and other strategic networked technologies. A robust Active Fax Messaging Software Development Kit is available for application development.

LEAST COST ROUTING WITH FACSYS FAX CONNECTOR

FACSys Fax Connector is an add-on component to FACSys Fax Messaging Gateway which takes advantage of the least cost routing services provided by Microsoft Exchange Server. With FACSys Fax Connector, users attain the simplicity of sending faxes directly from within Exchange and the corporate customer is provided with the tools to lower their communication costs. When used properly, the least cost routing features of Microsoft Exchange Server can save time and significant costs.

INTERNET FAXING WITH WEB AGENT

FACSys Web Agent is an add-on component to FACSys Fax Messaging Gateway which allows desktop Internet browsers to act as a front -end to FACSys Fax Messaging Gateway. Web Agent gives users the ability to send and receive faxes regardless of where they happen to be working from at the time.

MULTIPLE FACSYS FAX SERVERS

Multiple fax servers give you the ability to distribute the tasks of inbound and outbound routing. Users may log on to any server from the opening logon screen. The FACSys client maintains a most-recent server list for easy switching between server systems.

FULL PCL-5E AND POSTSCRIPT LEVEL I, II, III AND IV PRINTER EMULATION

FACSys provides a multi emulator environment for back-to-back HP PCL5e as well as text formatting, TrueType font support, graphic generation, plus macros and overlays for forms control. With the addition of the FACSys HPPCL rendering agent, FACSys will convert Postscript Level I and II documents. With the installation of Adobe® Acrobat® 6.0 Standard, FACSys expands its conversion abilities allowing the rendering of Postscript Level III and IV documents.

FAX SERVER THRESHOLD ALERTS

The fax server can monitor system resources and perform system housekeeping automatically. Configurable alerts include low disk space, channel error thresholds on a specified line, and automatic deletion of faxes based on age. Fax scheduling resumes automatically when the alert condition is corrected.

REPORTS AND EVENT LOGS

Reporting features are available using the FACSys Administrator. Crystal reports 9.0 is supported to create custom reports on Inbound/Outbound messages. In addition to the reporting facilities, all FACSys services post activity to the Windows Event Log/Viewer. The FACSys administrator can also generate customizable log files for troubleshooting purposes and usage analysis. Level of detail includes date and time stamps, fax board settings and general transaction information.

AUTHENTICATION AND SECURITY

To deny unauthorized access to the fax server, FACSys can be configured to authenticate all messages sent to the fax server by verifying that the sender has a FACSys user profile. FACSys also employs its own set of access right privileges assigned on a per-user basis. FACSys can integrate within your Active Directory environment, allowing for a single point of administration.

SERVER FUNCTIONS

INBOUND ROUTING

Inbound faxes can be routed by any of the following methods:

- T.33/Digital sub-addressing
- DID (direct inward dial)
- DTMF (dual-tone multi-frequency)
- DNIS (Dialed Number Identification Service)
- ANI (Automatic Number Identification)
- OCR (Optical Character Recognition)
- BRI (Basic Rate Interface)
- PRI (Primary Rate Interface)
- CSID (call subscriber ID remote lookup table)
- Line/channel
- Routing to e-mail
- Routing to network resource ie printer
- Forwarding to remote fax machine
- Manual routing
- Combinations of the above

E-MAIL GATEWAY SUPPORT

The FACSys software gives you the ability to configure the FACSys fax server to act as an e-mail gateway, giving users the ability to send and receive faxes via their e-mail applications. You can define up to 32 electronic mail gateways on a single fax server (excluding LITE and SBS). Inbound e-mail messages can include attachments in TIFF, G3/G4, and DCX format. Outbound messages can include attachments in any of the formats supported by the fax server. FACSys is fully integrated with the following mail systems:

- SAP/R3
- SMTP/POP3
- Lotus Notes (up to version 6.0)
- Novell GroupWise (up to version 6.5)
- Microsoft Exchange 5.5, 2000, 2003

MULTI-FUNCTION PERIPHERALS (MFPS)

FACSys® extended messaging is the secure messaging solution that allows networked and remote users to work, communicate and collaborate more efficiently, cost-effectively and securely. It's the first comprehensive messaging solution that enables corporate users to fully integrate their key enterprise applications, communications systems, business processes and human resources through a common, leveraged solution. FACSys now offers specialized integration with various Multi-Function peripherals like HP Digital Sender, HP Scanjet, Xerox Document Centers, Kyocera Mita and Ricoh e-Cabinet.

SUPPORTED FAX BOARDS

FACSys supports fax boards from various manufacturers including Brooktrout, Intel Dialogic and Eicon.

FILE FORMAT ATTACHMENTS

FACSys has the ability to render the following formats:

- All Microsoft Office Documents (97, 2000, 2003)
- Adobe Acrobat (PDF)
- Postscript Level I, II, III, IV
- TIFF G3/G4/MH
- PCL5e w/TrueType
- PCX
- Intel DCX
- HPGL2
- ASCII Text
- BMP
- RTF Documents
- Word for Windows (DOC, HTML)
- Write Document Files
- WordPad Document Files (WRI)
- Lotus 123 (WKS)
- Lotus WordPro Files
- Jet Form Forms (JFM)
- Outlook V-Card

Options are available to use Stellent's Outside In(TM) technology to support up to 250 compatible formats.

MICROSOFT ACTIVE DIRECTORY ENHANCEMENTS

FACSys works with Active Directory and Exchange 2000 / 2003, with or without extending the schema. Integration with Active Directory provides a single point of system administration, thereby reducing the time to make changes and eliminating duplicate efforts. The product was designed to accommodate all possible migration scenarios, resulting in a flexible solution as opposed to a design that would demand schema extension. Highlights of the Active Directory enhancements are:

- Tighter integration for increased stability, speed and efficiency.
- Telephone numbers are now populated in Active Directory for a migrated FACSys user
- Create FACSys user with Exchange Alias or NT Alias

PRINT QUEUE MONITORING

The FACSys print services can monitor print queues (Windows or NetWare) and respond to embedded codes within a print stream. When information is sent to the FACSys fax server via Novell print services, FACSys extracts the appropriate coded data from the print queue and uses it to prepare outbound fax envelopes automatically.

ANTI-SPAM CAPABILITIES

Spam is everywhere these days and fax systems are not immune. It's a constant nuisance that interrupts the flow of your business and steals your valuable time. FACSys has the ability to combine CSI routing with other forms of routing to automatically direct SPAM Faxes into a folder for review or deletion.

ADMINISTRATION

SMS INSTALLATION SUPPORT

With support for Microsoft's System Management Server, installation of the FACSys product is easy even for large corporate installations. System administrators can install the FACSys client onto Windows 95, 98, NT, XP, 2000, and 2003 Workstations in an organized fashion without the need to physically install the product on hundreds or even thousands of PCs.

FACSYS ADMINISTRATOR ACCOUNT

One or more users can be defined as "FACSys Administrators" with full access rights to all features, including system configuration, user profile administration and device management. FACSys Administrators are denoted by simply checking a flag in the user's FACSys profile.

REMOTE ADMINISTRATION

The FACSys Administrator manages all fax server events from any FACSys workstation on the network, including the fax server. Devices, user profiles, email gateway services, and routing configurations can all be managed remotely.

FACSYS ADMINISTRATION OBJECT

The FACSys Admin Object (FAO) model is a COM automation server encapsulated in a single library, accessible to developers using high-level programming languages such as Visual Basic, C/C++, Visual C++ as well as VB Scripts. This library exposes the programmable Facsys Admin Objects including Users, Groups, Connections, Gateways.

SYSTEM CONFIGURATION

System configuration parameters include custom notification message text, fax page layout parameters, default access rights, local dialing information, and CSI routing associations.

CUSTOM NOTIFICATIONS

Using a list of supported field tokens, custom notification messages can be defined to display at a user's workstation in response to successful and unsuccessful fax events.

REPORTING

The FACSys Administrator and users with appropriate rights can create any number of custom reports which reflect the activity and use of the FACSys system. Customized reports can include data on all inbound and outbound fax transmissions. Usage reports can be printed, emailed or exported in multiple file formats.

DEFAULT ACCESS RIGHT TEMPLATE

Default access rights are applied initially to all new FACSys user profiles; however, you can assign an access right configuration that is appropriate to each user's daily tasks and activities.

SHARED, DEFAULT AND PERSONAL COVER PAGES

The FACSys Administrator has the ability to define shared and default cover pages to be used by the FACSys fax server. There can be up to 1,000 shared cover pages for each FACSys fax server. Users with the appropriate rights can choose their own personal cover page or disable the cover page on a per-fax basis. Each user has the ability to define up to 1,000 personal cover pages. Bitmap images and True-type fonts are also supported.

SHARED AND PERSONAL PHONEBOOKS

The FACSys Administrator has the ability to define shared and default phonebooks for FACSys users. There can be up to 1,000 shared phonebooks for each fax server. Users with the appropriate rights can create up to 1,000 personal phonebooks. Each shared and personal phonebook can have up to 65,000 entries with fax numbers stored in canonical format.

IMPORTING/EXPORTING PHONEBOOK DATA

FACSys provides an automated way to create and expand your existing phonebook data. Directly from the FACSys application, you can import/export comma delimited ASCII text files into and out of FACSys phonebooks.

"SMART" DEVICE CONFIGURATION

FACSys has a device capabilities feature which simplifies the task of configuring fax devices. Only the fields that pertain to a selected device are available.

REAL-TIME DEVICE MONITORING

The FACSys Administrator has the ability to view the present status of all system activity.

E-MAIL SYNCHRONIZATION

FACSys makes it possible to maintain consistent user profile settings by uploading data from your mail system's user accounts ensuring information across applications is consistent. The synchronization action can update and create FACSys user profiles automatically, and quickly assign user IDs and routing codes to thousands of users.

CLIENT FEATURES

MULTIPLE CLIENT PLATFORM AND OS SUPPORT

FACSys supports the following client platforms and operating systems: Intel based workstations running Windows 95, 98, XP, 2000 and 2003.

STANDARD GUI TOOLS

The FACSys System Tray applet on Windows NT and Windows 95 workstations provides quick and easy access to all FACSys features, including the ability to send a fax, check on the status of a previously sent fax, view a received fax, and manage FACSys phonebooks.

INTUITIVE USER INTERFACE AND ONLINE HELP

FACSys users have access to all fax functions in an easy-to-use and intuitive Windows graphical interface. To perform actions, the user points and clicks on menus or toolbar buttons. Menus drop down and dialog boxes display offering additional options and commands. Extensive online help is also accessible to all FACSys users.

MULTIPLE FAX SEND METHODS

FACSys supports many methods of faxing, giving users the option of deciding which fax methods they find most convenient. Fax methods include:

- Directly from within FACSys
- From desktop Windows and DOS applications (e.g., printing to fax)
- From e-mail applications
- From a DDE interface
- Using drag and drop
- With Microsoft Fax

FAX WITH PRIORITY AND OTHER ADVANCED OPTIONS

From the Scheduling dialog box, users can define the outbound fax date and time to be sent, priority, optional cover page and message, fax destination(s), optional file attachments, and fax resolution.

SCHEDULE FAXES AFTER HOURS

To take advantage of off-peak transmission times and lower costs, users can schedule faxes to be sent after-hours. Faxes can be scheduled for transmission any time in the future.

QUICK SEND

Using the built-in text editor, users can quickly send a cover page with a short message.

FLEXIBLE RECEIVE FAX OPTIONS

Each FACSys user has the ability to receive faxes in their FACSys Receive Folder, in their e-mail application as file attachments, printed to a network printer, and / or forwarded to a remote fax machine.

CONVENIENT FAX MAILBOX

Each user has access to their own personal faxes in intuitive Send and Receive Folders. From the folders, users can view, edit, delete, resend, forward, and route fax files. For troubleshooting purposes, the FACSys Administrator has access to the fax files of all users.

FACSYS FAX VIEWER

The FACSys Fax Viewer is a desktop application installed at the client workstation. The many features of the Fax Viewer utility include fax viewing, annotation, cleaning, inverting, rotating, resizing, printing, and saving.

CUSTOM COVER PAGES

FACSys is shipped with a Cover Page Editor giving users with the appropriate rights the ability to create and manage their own custom cover pages. Each user has the ability to define up to 1,000 personal cover pages. This integrated utility includes the following features: placement of graphics and text objects, inserting embedded codes that get translated by the fax server, saving, importing, exporting and printing. Bitmap images and True-type fonts are also supported.

PERSONAL PHONEBOOKS

Users with the appropriate rights can create up to 1,000 personal phonebooks. Each shared and personal phonebook can have up to 65,000 entries with fax numbers stored in canonical format. FACSys phonebooks can include individual entries, companies, and groups. All information contained within the phonebook is available for inclusion on a cover page.

CLIENT FEATURES

ODBC AND MAPI ADDRESS BOOK SUPPORT

FACSys provides access to ODBC and MAPI compliant data sources when selecting fax recipients. Users can access the Exchange Global Address List, their personal address books, their Outlook Contacts, SQL Server, Access and other popular databases from within the FACSys client.

FAX NOTIFICATIONS

FACSys users receive notification in response to their send and receive actions. Notifications are issued when faxes are sent successfully, when faxes are sent unsuccessfully, and when Faxes are received successfully.

AUTOMATIC RETRY

FACSys will automatically retransmit faxes that failed due to no answer, busy line, poor connection, and other nonfatal errors. If a failure occurs, FACSys will re-dial the destination and continue faxing where it left off. The FACSys Administrator has the ability to control the number of retries and the retry delay.

DEVELOPMENT TOOLS

DDE

The FACSys Fax Monitor running on a client workstation can act as a DDE server for any application that has DDE client capabilities. As a result, you can develop a DDE command interface between another application and the FACSys Fax Monitor.

EMBEDDED CODES

At a Windows server or NetWare 3.x/4.x server, you can configure the FACSys print services to monitor a print queue and respond to embedded codes within a print stream.

SDK / API / AFM

The FACSys SDK contains an API and DLLs written in C, C++ and Visual Basic. The API allows you to extend and augment FACSys client functions and provides a direct link to the fax server. Also included in FACSys is the Active Fax Module. Based on Microsoft's Common Object Module, you can use AFM to embed FACSys functionality into your choice of custom development, standard applications (Excel etc) and web pages.

SYSTEM REQUIREMENTS

MINIMUM SERVER REQUIREMENTS

- Microsoft® Windows 2000 Server, or Windows 2003 Server
- (Support for NT4.0 has been discontinued with FACSys 4.9)
- Pentium III, 1.0 GHz Processor or better
- 256 MB of system RAM
- 9.0 GB hard disk space for system files
- At least one supported fax board or connection to an external fax service provider

MINIMUM ADMINISTRATOR REQUIREMENTS

- Microsoft® Windows® 98, 2000,2003 or XP
- 128 MB of system RAM
- 50 MB of available hard-disk space
- Network connectivity to the FACSys fax server

MINIMUM DESKTOP CLIENT REQUIREMENTS

- Microsoft® Windows® 98, ME, 2000, or XP, XP SP2
- 64 MB of system RAM
- 50 MB of available hard-disk space
- Network connectivity to the FACSys fax server