NET SatisFAXtion™ Email Gateway

Fax Integration for Any Email Application

Designed to unify fax and email communications in a single user interface, the NET SatisFAXtion™ Email Gateway is an add-on module that allows users to send and receive faxes from virtually any email application. Inbound faxes are received at the NET SatisFAXtion fax server where the fax image is converted into a TIFF or PDF file (optional module) and then auto-forwarded to the Email Server and delivered to recipient's email inbox. To send a fax, users simply compose an email message and attach any necessary documents, choose an address and click Send. The Email Gateway then sends the message to the fax server where the attachments are turned into fax images and delivered immediately. This enables users to check faxes from anywhere in the world, using either a desktop email client (for example, Outlook) or a web-based email client like Outlook Web Access. This also allows for easy integration with document archiving systems or workflow software/procedures.

The Client Suite includes a long list of features such as single-click faxing from within virtually any business application, real-time monitoring of outbound faxes, powerful preview options and "What You See Is What You Get" (WYSIWYG) rendering of attachments into faxable formats. NET SatisFAXtion's tight integration with Outlook allows desktop users to fax directly from core business applications such as Microsoft Word, Excel, PowerPoint and more, where users can send faxes with just a click of a button.

Native Exchange and SMTP Server Integration
NET SatisFAXtion includes a native fax server that runs as a service and does not require a dedicated computer. The fax server has been optimized to take advantage of the stability and security features unique to Windows 2003, 2000 and XP. Two lines are supported as standard and can be expanded to up to 96 ports per server. A NET SatisFAXtion fax server can be installed anywhere on your network and is designed to take advantage of your optimal network design. It isn't required that you install anything on your Exchange or SMTP server. This is crucial for many companies whose administrators wish to avoid potential problems by installing additional hardware on their email server(s).

Email to Fax Conversion
Unlike other fax servers that require a "fax print" driver to convert an email into fax on the desktop workstation, NET SatisFAXtion has advanced document rendering. The fax server prints to the native application, so whatever attachment is sent to the server will look exactly as if it were sent to a network printer. This method ensures that documents appear exactly as intended. Moreover, with fax conversion taking place on the server, valuable system resources and memory requirements for desktop users is minimized.

Inbound Fax Routing
Incoming faxes are routed to the user's inbox as email messages with attachments containing the fax pages as images. Once a fax arrives in the designated inbox, users may view, store, print, reroute, fax, or forward faxed messages exactly as they would with inbound email. NET SatisFAXtion supports a variety of inbound routing methods including DID, DTMF, CSID and manual routing.

Features

- Integrates with Exchange or any email application that supports SMTP

- Print-to-Fax from any core business application

- Incorporates .NET Framework for greater performance and reliability

- Phonebooks / fax contact list integration

- Receive faxes as PDF or TIFF attachments in email inbox

- Supports Super G3 fax (V.34) for 20-80% faster connection times

- Real-time, desktop monitoring of faxes

- 'WYSIWYG' file-to-fax rendering

- Flexible cover page design options

- Preview faxes and cover sheets before they are sent

- Hassle-free-installation and configuration

- Reporting / Billing tools

- Fax delivery confirmations by email

- Supports fax for unlimited users

- Uses Microsoft Installer (MSI) for file resiliency

- Extensive logging with SQL provides data integrity and scalability

- Advanced reporting tools provide in-depth snapshots of system use

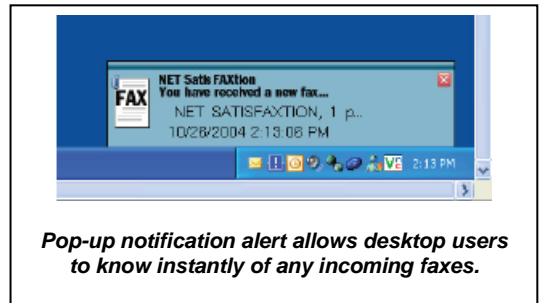- Notification engine alerts administrators to potential problems

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Outlook Phonebook Integration

NET SatisFAXtion works directly with the email contact address book. So choosing a fax phone number from the email phonebook is done in the same manner as selecting an email address. Email users can send faxes with just a click of a button.

Pop-up Notification Alerts

NET SatisFAXtion includes a pop-up alert that is automatically displayed each time a new inbound fax is detected, notifying users instantly of any incoming fax. This useful, time-saving feature is installed as a client component and is added to the Windows Startup group so that it always appears on the user's desktop when new faxes are detected.

Pop-up notification alert allows desktop users to know instantly of any incoming faxes.

Print-to-Fax Functionality

Faxes may also be sent directly from applications. For example, for an organization using a Microsoft Office application, users simply selecting File > Print > Fax and choose the E-mail Attacher. The software will then automatically send the document as a fax via Microsoft Outlook. Users can easily attach any Microsoft Office, PDF, HTML or other file types in any combination, preview the message and the attachment, and then select recipients of the fax from their address book.

Address Automation

Included with the SMTP Email Gateway is technology that pinpoints and extracts fax addressing information from any "printed" page. Determined by either color or location, outbound emails are automatically populated with the recipients name, fax number and even subject. NET SatisFAXtion delivers faxes to a user's inbox in TIFF format or Adobe PDF format (optional module).

Preview Faxes at the Desktop

An additional feature of NET SatisFAXtion's integration with email is the ability to preview a fax message — including file attachments—before sending the message. This features gives users confidence in sending faxes, since they can review their message and document attachments as they will appear as a fax—before clicking the Send button. The actual conversion process takes place at the NET SatisFAXtion server and the resulting image is displayed at the user's workstation.

▲ **Incoming faxes are routed to the intended recipient's Outlook inbox as an email message.**
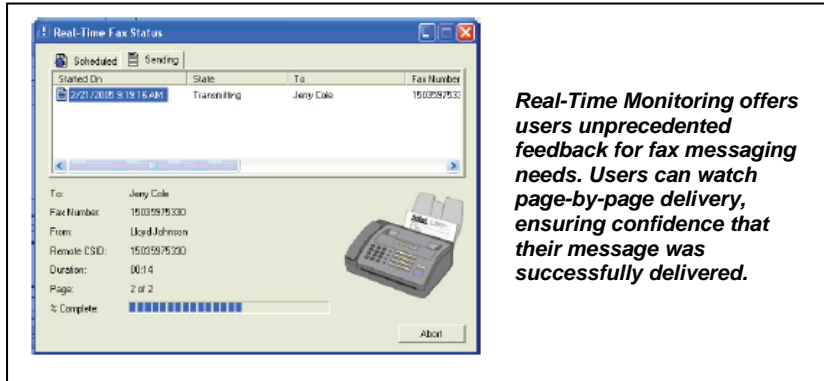
▲ **Attachments contain the fax pages as images or PDF files.**

▲ **A user simply opens the attachment to view their fax just as they would with an email attachment.**

Cover Pages

Supports RTF (Rich Text Format) for user defined cover pages. Users may compose cover page templates in Microsoft Word, WordPad, or any word processor supporting RTF files.

Real-Time Monitoring offers users unprecedented feedback for fax messaging needs. Users can watch page-by-page delivery, ensuring confidence that their message was successfully delivered.

Specifications

- Requires a NET SatisFAXtion Small Business or Enterprise Server
- Mail Compatibility: Microsoft Exchange 2003, 2000 and 5.5, Lotus cc: Mail, Lotus Notes, SMTP/POP3 (e.g. Open-Mail, Eudora, NetScape Mail, etc.)
- Inbound Routing Capabilities:Caller subscriber identification (CSID), Direct inward Dial (DID), Dual-tone multifrequency (DTMF), Manual, Round Robin
- Unlimited Users Per Server

To Learn More

Visit www.FaxBack.com, or contact a FaxBack representative at 800.329.2225.

About FaxBack

FaxBack, a market leader in fax software solutions, has developed NET SatisFAXtion IP™ to meet the needs of this new era of IP-enabled telephony installations. By enabling cost-effective, secure and efficient fax transmissions, FaxBack is helping to drive the convergence of fax communications and messaging around the world and fueling the next generation of innovation and market growth.

Powerful End-user Tools

With the NET SatisFAXtion client suite, users can choose cover sheet options, schedule delivery, and select notification preferences -- among other things -- and save their settings for quick customization.

- Enables Simple Print-to-Fax Access

- Print-to-Fax from within any Windows-based application

- Fax while viewing the document

- Integrates directly with email application's contact manager allowing users to easily send faxes to any fax number stored in the contact database

- Automatically formats fax addresses

- Send to mixed address types (email and fax)

- Review documents as they appear converted to a fax before they are sent

- Real-time fax status: Gives end users the same delivery confidence as if they were standing at the department fax machine watching the progress of their fax

- Users receive a confirmation email each time a fax is sent and delivered.

For nearly twenty-five years FaxBack has been a leading fax messaging company with solutions that radically simplify the way organizations communicate. We provide award-winning network fax servers, fax-on-demand, broadcasting, web-to-fax applications and most recently, a real-time, point-to-point FoIP solution that streamlines information processes, gets time-sensitive information into the hands of your audience faster than ever before while reducing the cost of doing business. Designed for organizations that need to control and simplify their fax communications, FaxBack's line of software applications are enjoyed by thousands of global organizations including AT&T, Arco, Bank of America, Compaq, Kaiser Permanente, Kodak, NEC, Sherwin-Williams and Wells Fargo. Countless other organizations in nearly every industry from real estate to manufacturing and travel to education and healthcare trust our solutions for their fax communications needs.

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