

NET SatisFAXtion

Inbound & Outbound Fax Server - On DV2000 Unified Messaging Systems



Meet the easiest and most affordable solution for small-to-large organizations, workgroups or departments that need the benefits of faxing right from their desktop PC's. NetSatisFAXtion allows users in your network to send and receive faxes on shared hardware and software in the DV2000 unified messaging system. Users simply submit faxes to a centralized NET SatisFAXtion server that manages all of your network fax traffic. With NET SatisFAXtion, you'll be able to share expensive fax hardware and phone lines across your network, just as you do with network printers.

Sending a Fax from the Desktop

When a user wants to send a fax from the desktop, he or she simply "prints" a document using the "fax printer" software which is installed on each user's PC. The user then has an opportunity to preview the fax and automatic cover sheet, specify an address (either from Outlook, Lotus Notes, WinFax, or typed in for this fax). After the user hits "send" NETSatisFAXtion does the rest, moving the document across the LAN to the DV2000, and seeing to it that the fax is delivered. An e mail message is then sent back to the sender confirming that the fax was sent successfully, or explaining why it was not delivered.



Fax That Fits Into Your Existing Systems

NETSatisFAXtion supports and integrates with a range of desktop client options including faxing from popular email applications. This allows you to use existing databases, and since subscribers are using familiar systems, cuts down on training.

Send and Receive Faxes using

- **Microsoft Outlook (Exchange Server)**
- **Lotus Notes,**
- **SMTP/POP3 Internet Mail Clients, or**
- **WinFax PRO (not included)**

Receiving the Fax to the Desktop

With NETSatisFAXtion, incoming faxes can be delivered directly to the subscriber's desktop. The fax takes the form of a .TIF file attachment to an email that is sent to the subscriber from the NETSatisFAXtion server. This approach has several advantages over old fashioned paper faxes:

- Faxes are delivered immediately to the recipient, (not left on the fax machine until someone happens to walk by).
- Since NETSatisFAXtion faxes are sent directly to the subscriber, (and not left for hand delivery), they are private.
- NETSatisFAXtion faxes can't be misplaced or misdirected the same way that a piece of paper often is.

One of the challenges in fax server technology is getting the fax delivered to the correct recipient. NetSatisFAXtion is integrated with DV2000 which means that in many applications you can use existing Direct Inward Dialing (DID) trunks and trunk cards on your PBX and avoid the costly dedicated DID fax boards and trunks required by other fax server solutions.

In non-DID environments, callers can be prompted to enter a fax extension number, faxes can be manually routed from a common fax mailbox, faxes can be auto printed, or specific fax ports can be assigned to departments. See routing features on the opposite side of this sheet for more details.

Fax Server Software

NetSatisFAXtion is the award winning fax server software developed by FaxBack. NetSatisFAXtion can be installed on any DV2000 Standard or DV2000 Enhanced system.

Configurations:

NetSatisFAXtion can be configured for as few as 2 ports and 5 users up to 60 ports and an unlimited number of users. Standard Configurations Include:

Users	Ports
5	2
10	2
25	2
50	4
100	8
Unlimited	8 or more



Other Configurations are available—
Contact your dealer or DuVoice for details.

NET SatisFAXtion General Features:

- **Architecture** - the fax server is built on the robust features inherent in the NT operating environment that allows for 32-bit multi-tasking, networking and security capabilities. NET SatisFAXtion manages complex conversions and processing functions with exceptional speed and efficiency.
- **Concurrent support of multiple network protocols** including IPX, TCP/IP, NetBEUI ensures fast execution of multiple tasks
- **Scalability** - NET SatisFAXtion can scale from 2 ports to 60 ports. Only NET SatisFAXtion Enterprise Edition supports multiple fax server.
- **Automatic cover sheet** generation that is fully customizable and configurable. Create cover pages with any Word processor including Microsoft Word.

Reporting Features:

- **Built-in report templates** let you track billing, errors, sent and/or received faxes, sent faxes sorted by department, transmission histories and more.

Routing Features:

NET SatisFAXtion and DV2000 support a wide range of inbound fax routing methods including:

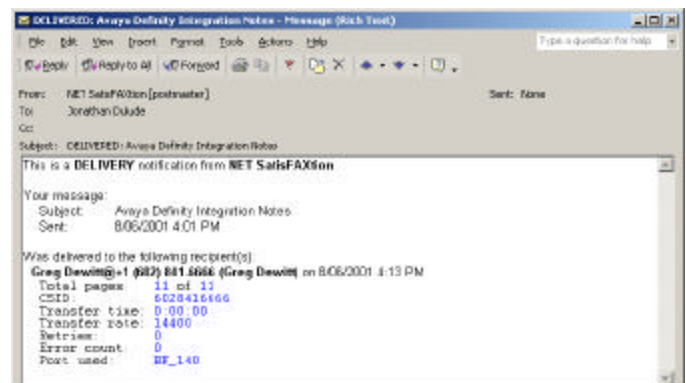
- **AIR** - automatic inbound routing. Designed to distribute incoming messages equally to all members of a given group in a round-robin fashion.
- **DID** - direct inward dial. Inbound faxes are captured by the server and automatically routed to the employee with that specific fax number.
- **DTMF** - dual tone multi-frequency. Even without giving each user their own fax number, you can still get the same effect by prompting the sender to key in extra digits after the NET SatisFAXtion fax server answers the call.
- **Line routing** - this method of routing goes by fax port names. You can give multiple departments different fax numbers without having to use DID or DDI fax numbers.
- **Manual routing** - inbound faxes go to a common mailbox and are routed by a designated attendant or administrator to the intended recipient.
- **Auto-print** - allows you to automatically print both incoming and outgoing faxes to an specific network printer.

Administration Features

- **Set-up, manage and maintain users and groups**
- **Analyze system usage** via the Reporting client
- **Real-time systems monitoring** by viewing the activity on ports as it happens - sending, receiving, handshaking, transmitting, etc.
- **Set automatic printing** of inbound faxes to designated network printers
- **Set privilege levels**, control how users send and receive faxes, designate specific cover pages
- **Track outgoing faxes** by department or user for billback purposes
- **Set-up and control routing** of inbound and outbound faxes
- **View inbound faxes** and their attachments from within the Administration client
- **Import users and/or groups** from ODBC-compatible databases, Windows NT or NET SatisFAXtion user lists for rapid user set-up
- **Restrict viewing of manually routed faxes** so that only the cover page can be viewed for private or confidential faxes
- **Automatic redial** on busy lines (specify how many times to retry before giving up)
Reserve specific ports for sending only, receiving only or for fax broadcasts
- **Automatic archiving** of faxes sent and received
Records of fax messaging activity in event logs
Define additional supervisors, or routers with limited access to configure the server, route faxes and/or monitor fax activities.

End-User Features

- A wide range of fax client options to fit individual or department fax messaging needs.
 - FAXability - web-based client for sending and receiving faxes anywhere, anytime
 - E-Mail Integration - works with all popular mail applications
 - WinFax PRO
- Minimal - if any - investment in end-user training as most users are already familiar with email and web browsers.



Users receive e-mail confirmation of sent faxes

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Printed in U.S.A.

