



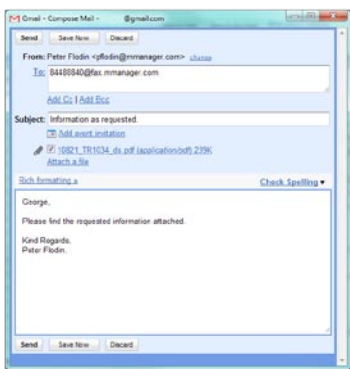
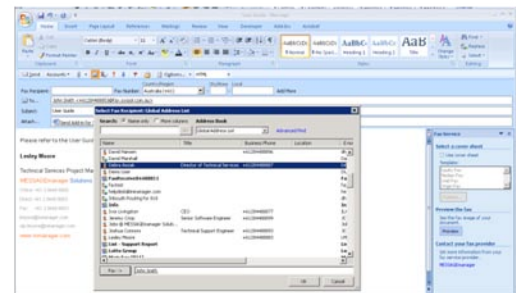
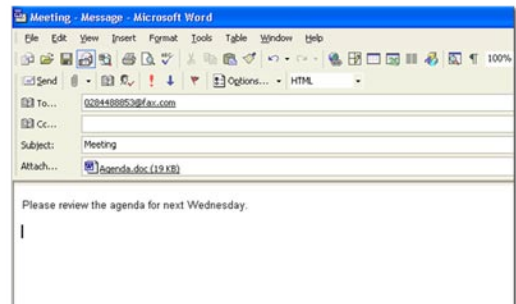
MESSAGEmanager Fax *on Premise* and *on Demand*

# SMTP GATEWAY

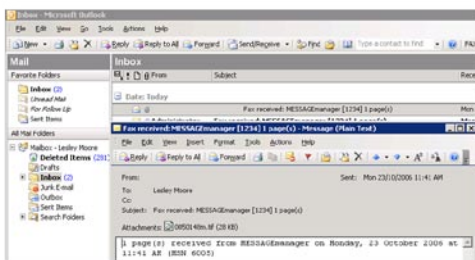
*Enables e-mail users to send and receive faxes via their familiar desktop in the same simple way they send email.*

## Benefits

- Fax-enables e-mail clients such as Outlook, Outlook Express, GroupWise, Notes, Eudora and Gmail.
- Requires no desktop software.
- Eliminates the support costs and training downtime associated with a custom application.
- Optional Send Add-in supports ad-hoc addressing, cover pages and account codes.
- Sending a fax is as simple as creating the message text (HTML, Plain or Rich Text), entering the recipient's fax details, attaching files and clicking send.
- Cover pages can be customised with details such as company name and logo, subject, number of pages, time and date of transmission, name, organisation and fax number for both sender and recipient.
- Fax addresses can be maintained in Address Books.
- Messages can be scheduled as normal, urgent or low priority.
- Supports all Office (including 2010), Rich Text, Exchange, Windows, HTML, PDF, Postscript and PCL attachments.
- Users can **Print to Fax** direct from any application as an alternative to saving the file on the desktop and sending from e-mail.



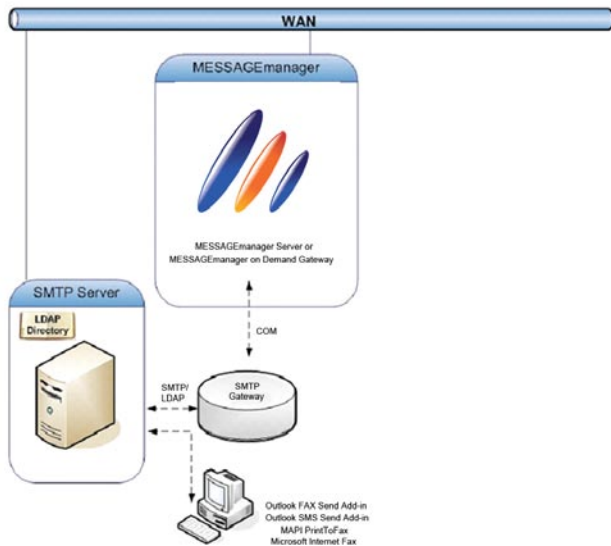
- Users are **automatically notified by e-mail** of the success or failure of their transmission, **with an optional copy of the fax sent**.
- **Incoming faxes** can be routed to a user's mailbox and received as e-mail with a TIFF, PDF or Searchable PDF attachment\*, and thumbnail preview of the first page.
- Incoming faxes can also be routed to printers, public folders, distribution groups, or Windows directories, using the recipient's DID number, or the sender's CSID or CLI.
- Gateway sender address can be configured to include the CLI or CSID when routing inbound faxes so that users can easily reply to the originating fax address.
- Inbound faxes and outbound notifications can be customised, including for foreign languages.



\* *on Premise* only, for *on Demand* inbound faxes are delivered as PDF

## Architecture

- Messages are routed to the MESSAGEmanager Service via the SMTP Gateway.
- The fax services are responsible for media processing, file conversions, call scheduling, transmission, reception, retries, security and logging.
- All Office, Windows, HTML, PDF, Postscript and PCL attachments are converted to crisp, clear, quality G3 facsimile with fonts, formatting and graphics intact.
- MESSAGEmanager integrates directly with LDAP/Active Directory, requiring no extensions to the schema, and no separate fax user database.

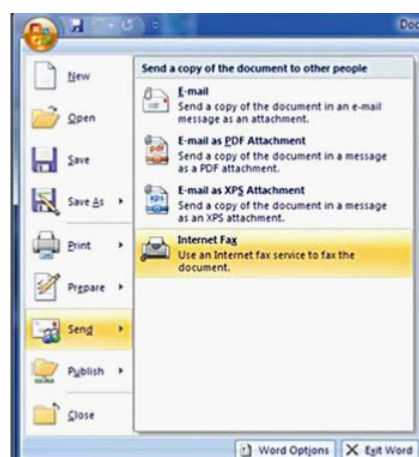
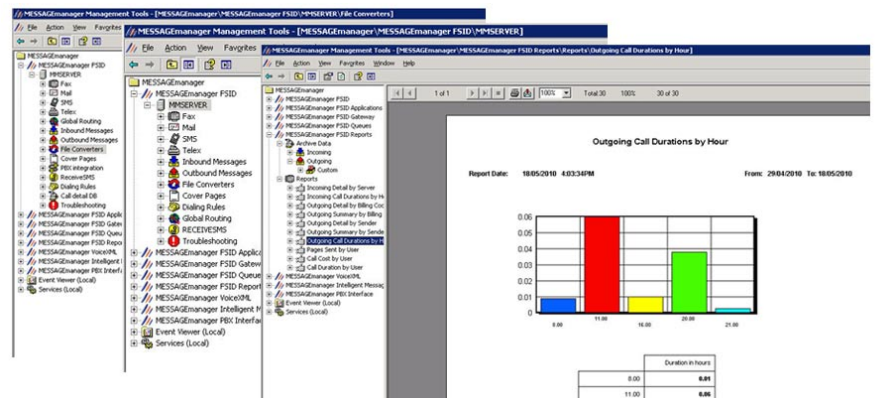


## Management

- MESSAGEmanager uses the familiar Microsoft Management Console (MMC) for configuration and management, minimising training costs and learning times.
- Error conditions such as low disk space, conversion problems, no dial tone etc are automatically logged, with an alert sent to the system administrator allowing quick response, and averting system downtime.

## Queue and Archive Management

- Administrators can manage the queues via MMC or the Web Client from any workstation.
- The Web Client also allows users to manage their own queues.
- A comprehensive range of text and graphical reports is provided on all incoming and outgoing messages, including:
  - Estimated call costs and call duration by user
  - Total incoming and outgoing per hour
  - Summaries and detail of outgoing messages by sender.



## Microsoft Internet Fax

- Requires license for MESSAGEmanager SMTP Gateway
- Requires Office 2003 or 2007.
- Supports MESSAGEmanager *on Premise* and *on Demand*.
- NOT supported on any 64bit operating system.