



Virtual



Cost Effective



Integrated



Compatible



About MESSAGEmanager

MESSAGEmanager is designed, developed and supported by Australian based MESSAGEmanager Solutions.

Founded in 1982 MESSAGEmanager Solutions is a developer and integrator of intelligent messaging and communication solutions that unite telephony and information technology, maximising efficiencies and minimising costs for your organisation.

Today, MESSAGEmanager Solutions is recognised as a global leader in IP messaging and communication solutions.

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Avaya IP Fax Server Software

MESSAGEmanager

Fax and Avaya VoIP

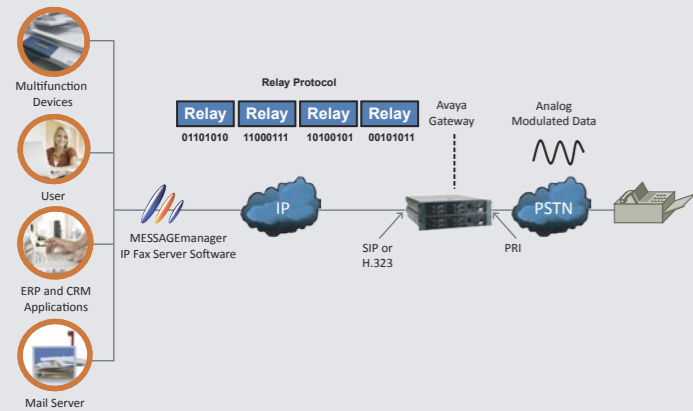
MESSAGEmanager IP Fax Server Software has been specifically designed to integrate with Avaya gateways to manage the latency, jitter and packet loss inherent in IP Networks that traditional T.30 fax cannot tolerate.

MESSAGEmanager supports T.38, the de facto standard for reliably transporting faxes in Avaya Enterprise Networks and SIP Trunks connected to Service Provider Networks.

Where a T.38 gateway is not available, MESSAGEmanager provides support for G.711 Pass-Through. G.711 Pass-Through is only supported on managed networks.

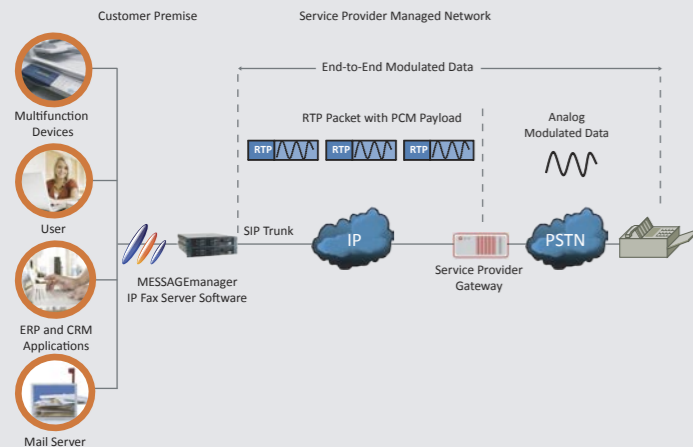
T.38 Fax Relay

- Binary information is passed over IP using T.38 relay protocol.
- A DSP on the destination gateway takes the binary information from the relay packets and re-modulates it into a fax data signal on the telephony side.
- For incoming analog modulated fax data is demodulated by a DSP on the gateway and the binary information is extracted.
- T.38 is incorporated into Avaya gateways and is recommended because of the bandwidth savings and redundancy advantages it provides over G.711 Pass-Through.



G.711 Pass-Through

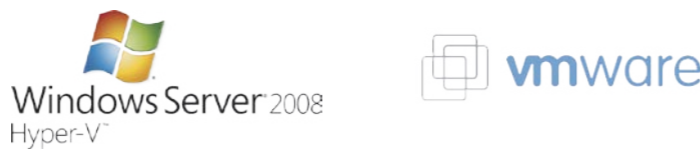
- Modulated fax data information is sampled and encoded as standard PCM (i.e. G.711) and encapsulated in RTP for transport over IP just like a voice codec does for human speech. From the gateway perspective, this is more or less a G.711 voice call.
- G.711 Pass-Through fax calls are transmitted as audio and any distortion or disruption of the tones during transit across the network negatively impacts the quality of the transmission.
- To ensure the tones transmitted by the fax server are transmitted as accurately as possible Fax Pass-Through is supported only on managed networks.



Virtual

Virtualising MESSAGEmanager Fax increases efficiency and cost control in hardware utilisation, data centre resource management, energy consumption, administration and disaster recovery.

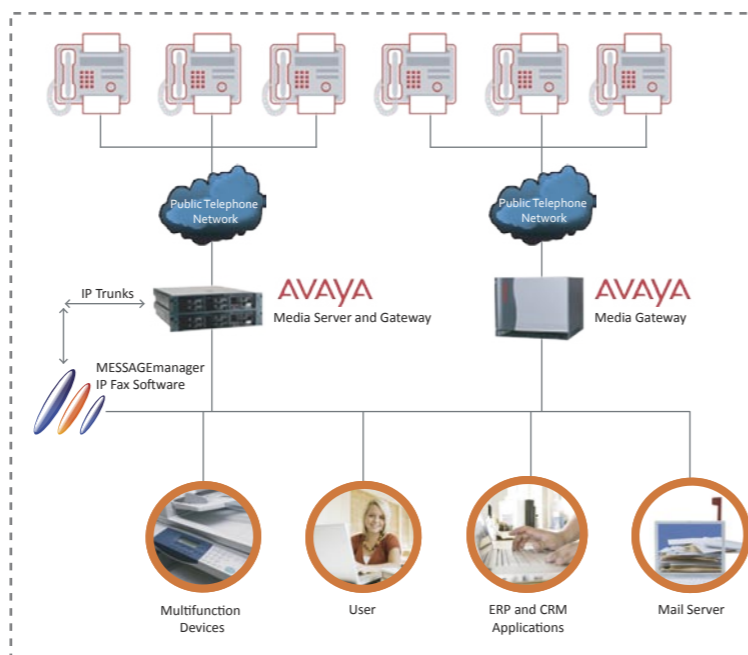
- Eliminate the requirement for a dedicated physical machine and reduce capital expense with no reduction in scalability.
- Accelerate installation, upgrades and roll out to users regardless of location.
- Improved business continuity.
- Improve disaster preparedness without requirement to purchase additional Fax Software licenses.
- Dramatically increase throughput with multiple AppPrint conversion engines.
- Supported virtual environments include VMware, HyperV and Citrix XEN.



Integrated

Provides simple, flexible and field proven connections for users, applications and multifunction devices.

- Canon, Ricoh, Konica Minolta, HP, Fuji Xerox and other Multifunction Devices.
- Exchange, Domino and SMTP mail.
- ERP applications including SAP, Oracle, Microsoft Dynamics and Pronto.
- Document Management applications such as Trim and iManage.
- Web based fax broadcast client.
- Other 3rd party applications via .NET, Web Service, XML and Applications Connector.



Cost Effective

Reduce maintenance and management costs by enabling a single converged voice, fax and data network.

- Reduce operating costs by eliminating analog fax lines.
- Lower long distance fax bills by routing fax calls over IP Networks via a centralised Fax Server.
- Replace hardware based Fax Servers with enterprise fax software that is easier to deploy and less complex to maintain than multiple fax solutions in each location.



How it Works

Outbound fax calls are routed to the gateway able to deliver the fax to the destination in the most cost effective manner.

Inbound fax calls are routed to the user's mailbox, application, printer or folder.

Compatible

MESSAGEmanager IP Fax software has undergone interoperability testing in the Avaya labs to confirm our ability to deliver high performance, reliable and scalable fax transmission and reception in Avaya IP Networks.

Customers benefit by having faster, more successful deployments knowing that Avaya and MESSAGEmanager Solutions work together to resolve any issues concerning interoperability.

