



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.

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

MESSAGEmanager Solutions

Level 8, 9 Help Street
Chatswood, NSW 2067 Australia
info@mmanager.com
sales@mmanager.com
www.mmanager.com
Tel: +61 2 8448 8800
Fax: +61 2 8448 8811

Canada: 1877 370 1261
Hong Kong: 800 905 955
Israel: 077 901 1111
New Zealand: 0800 445 308
Singapore: 800 616 3168
South Africa: 011 912 9358
United Kingdom: 0800 169 8226
United States: 1877 884 1664



ShoreTel IP Fax Server Software

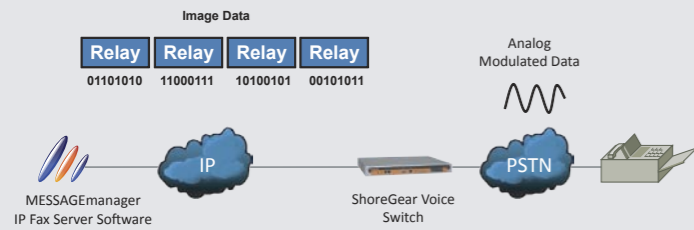
MESSAGEmanager

MESSAGEmanager IP Fax Server Software supports T.38, the ITU standard for fax transport on IP Networks and G.711 Pass-Through.

T.38 Fax Relay

T.38 specifies fax images are transmitted as data rather than an audio stream. T.38 is incorporated into ShoreTel IP Gateways and Border Controllers to manage the delays, jitter and packet loss experienced in packet networks.

MESSAGEmanager integrates with the gateways to provide reliable, flexible and field proven connections for users, applications and Multifunction Devices.

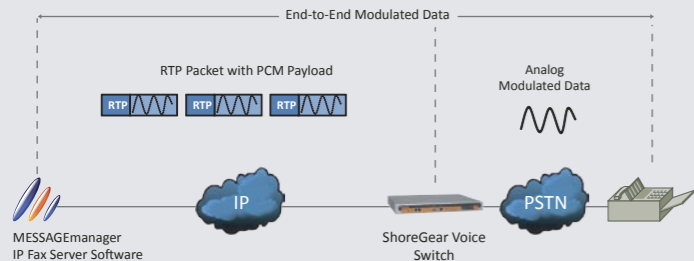


G.711 Pass-Through

G.711 is an ITU-T recommendation for Pulse Code Modulation (PCM) of voice frequencies.

G.711 is not optimised for fax transport over IP Networks and is more sensitive to network impairments such as packet loss, clock skew and latency. As fax calls are transmitted as audio, any distortion or disruption of the tones during transit across the network negatively impacts the quality of the transmission.

As it is more susceptible to IP Network impairments, MESSAGEmanager only supports G.711 Pass-Through on managed IP Networks.



Cost Effective

Replacing hardware with software and integrating fax with IP Telephony delivers significant cost benefits.

- Operating costs are reduced by eliminating analog fax lines.
- Consolidating and replacing hardware based fax servers with enterprise fax software is easier to deploy and less complex to maintain than multiple fax solutions in each location.
- Maintenance and management costs are reduced by enabling a single converged voice, fax and data network.
- Long distance fax bills are reduced by routing fax calls over IP Networks.



Virtual

Virtualisation delivers a more flexible, reliable, powerful and lower cost approach to fax deployment.

- All hardware based fax servers can be consolidated into a virtual software based solution. MESSAGEmanager supports up to 480 channels on 4 virtual machines with only 11% CPU utilisation.
- Virtualising your fax server reduces the hardware requirements, increases utilisation of hardware resources and reduces energy consumption.
- Fax throughput can be dramatically increased by configuring MESSAGEmanager with multiple virtual fax conversion engines.
- Availability and upgrades of fax services are accelerated regardless of location.
- As MESSAGEmanager Fax can be moved from one host to another with zero downtime, undetectable to the user, you eliminate the need to purchase a standby machine for business continuity and disaster recovery.



MESSAGEmanager supports Advance Continuity with Live Migration Support for Microsoft Hyper-V and VMware vMotion.

Supported virtual environments include VMware, HyperV and Citrix XEN.



Integrated

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

- Google Apps and Office 365.
- Canon, Ricoh, Konica Minolta, HP, Fuji Xerox, Toshiba 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.
- 3rd party applications via .NET, Web Service, XML and Applications Connector - APIs.



Compatible

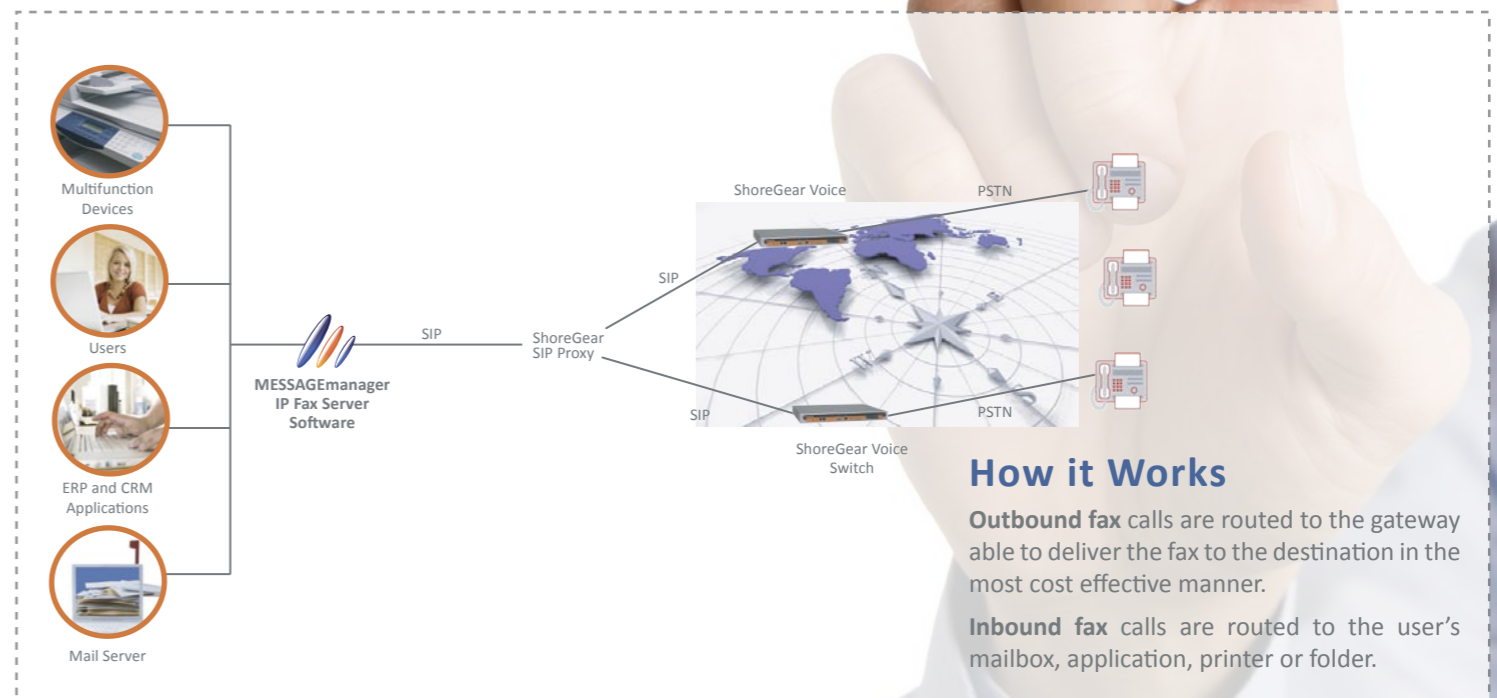
MESSAGEmanager IP Fax Server Software has undergone interoperability testing in the ShoreTel Labs and on SIP Trunk Provider Networks to confirm our ability to deliver high performance, reliable and scalable fax transmission and reception on ShoreTel VoIP Networks and SIP Trunks.

Customers benefit by having faster, more successful deployments knowing that MESSAGEmanager is a ShoreTel Validated Solution and Network Providers, ShoreTel and MESSAGEmanager Solutions will work together to resolve any issues concerning interoperability.

SIP Trunk Providers

- Telstra (TIPT) T.38 and G.711
- Optus G.711
- babyTEL T.38
- Broadsoft T.38
- BroadVox T.38
- Broadview Networks T.38
- Global Crossing T.38
- Node4 T.38
- Symbio Networks T.38

		Innovation Network App Note
		TPP: 10336 Date: August, 2011
Product: ShoreTel MESSAGEmanager		System version: ShoreTel 11.2



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.