



# FACSys Features

## FACSys Fax Messaging Gateway v.4.6 for Microsoft Windows NT® and NetWare

FACSys v4.6, the most sophisticated fax platform available today, was developed with the FACSys Active Fax Messaging Model (AFM). With the FACSys AFM, automating a fax routine directly into core business processes has never been easier. That's because the FACSys AFM gives users access to the very tools Optus Software, Inc. uses to build its products, providing for easy, customizable, direct links into virtually any custom or off-the-shelf application. Such flexibility and unparalleled simplicity-of-use brings SDKs/APIs to a whole new level.

### Separate FACSys Desktop Client Program

The FACSys Desktop is the application from which FACSys users manage and monitor their fax mailbox. With an interface similar to the Exchange/Outlook client application, users can customize their personal fax environment, schedule files for faxing, manage sent and received faxes, and manage their personal FACSys phonebook and cover pages.

- Hierarchical Desktop Folder Design
- SMS Support Automates Client Installation
- Extensive Fax Scheduling Options Including Priority, Off-Peak, Date and Time, and Hold for Preview
- Personal and Shared Address Books
- Integrated Cover Page Editor to Manage Personal and Shared Cover Pages
- Management Approval of Outbound Faxes
- Access to ODBC Data and MAPI-Address Lists
- Integrated FACSys Fax Viewer
- Billing Codes and Charge-Back Capability

### Separate FACSys Administrator Program

The FACSys Administrator program provides for remote or local management of all fax server events across a corporate enterprise. In a single hierarchical list or "tree view," administrators can view and manage the fax gateway services, user profiles, fax devices and routing rules for the entire fax network.

- FACSys User Group Administration and Access Control
- Extensive User Profile Options and Permissions
- "Smart" Device Configuration
- Manage the Resources of Multiple Servers Simultaneously
- Pre-Defined and Custom FACSys Reports
- Route Address Rules and Dial Number Blackout
- Print Confirmations and Custom Notifications

### Fax Server Features

- 100% Backward Compatible for Client Mixing
- Open, Standard System with Client/Server Architecture
- Supports Fax Message Routing to External Service Providers
- Supports Server-to-Server Fax Message Routing
- Advanced Security and Integration with Windows NT Account Authentication
- Integration with 3rd Party Products
- Support for Unified Messaging (UM)
- Least Cost Routing to Networked FACSys Servers
- Best Cost Routing with CallManager Integration

- Least Cost Routing to Enhanced Fax Services and Internet Partners
- Full PCL-5e and Postscript Level II Printer Emulation
- Support for INSO Document Rendering

### FACSys Offers Many Ways to Send Faxes

- From the FACSys Desktop
- From Your Email Application
- Printing to Fax From Any Windows Application
- Using the FACSys Mail Printer
- Using Drag and Drop
- Holding Faxes and Attaching Different File Format Types
- Broadcast Faxing
- Quick Send a Cover Page with a Short Message
- From the Internet with FACSys Web Agent
- Advanced AFM Development Tools for Custom SDKs/APIs
- Faxing From Custom DDE Programs
- Faxing with Embedded Codes (for both Windows NT and NetWare print queues)

### Email/Gateway Support

- SAP System R3
- SMTP/POP3
- Microsoft Mail
- Lotus Notes
- Lotus cc:Mail
- Novell GroupWise
- Novell MHS SMF 70/71
- HP ScanJet 5 and 9100C Digital Sender
- Microsoft Exchange (with the FACSys Fax Connector option)

### Inbound Routing Options

Inbound faxes can be routed using any of the following methods:

- DID (direct inward dial)
- DTMF (dual-tone multi-frequency)
- CSID/ANI/DNIS (call subscriber ID remote lookup table)
- Line/Channel
- Routing to E-mail
- Routing to Network Printer
- Forwarding to Remote Fax Machine
- Manual routing to FACSys User Groups via Subscriber ID, Line/Channel, and Manual Routing Methods
- Combinations of the Above

### File Format Attachments

FACSys client users can attach any of the following file types to their outbound faxes:

- TIFF G3/G4/MH
- PostScript Level 1 and 2
- PCX
- PCL5e w/TrueType
- Intel DCX
- HPGL2
- ASCII Text
- BMP (1,4,16,256, and 24-bit color)
- RTF Documents
- Excel XLS

- Write Files WRI
- Word for Windows DOC, HTML
- Adobe Acrobat PDF
- WordPad Files WRI
- Lotus 123 WKS
- Lotus WordPro Files
- JetForm Forms JFM
- PowerPoint PPT
- Outlook V-card
- All INSO Viewer compatible formats

### Format For Saved Images

- TIFF Group 3
- TIFF Group 4
- TIFF MH
- DCX

### Network Protocols

- MS NetBEUI
- IPX/SPX
- MS TCP/IP

### Supported Fax Devices

- Class 1 & Class 2
- Brooktrout
- Gamalink
- FerrariFax

(See Supported Hardware Sheet for full list)

### FACSys Web Agent Features

FACSys Web Agent is an add-on component to FACSys Fax Messaging Gateway that allows desktop Internet browsers to act as a front-end to the FACSys fax server services. FACSys Web Agent users can access their corporate fax servers over local, wide-area or remote Internet/Intranet connections. Now from the office, while traveling, or from home, remote and mobile users can manage their fax files, send faxes, and receive faxes. Designed with Active Server Pages, FACSys Web Agent 2.1 eliminates the need for any browser plug-ins or Java applets on the client, and does not require the use of FTP (file transfer protocol) on the server.

- No additional fax software requirements for Web Agent users
- Secure access to the FACSys fax server from virtually any standard web browser/platform
- Send faxes with all file attachment types supported by FACSys 4.6
- Send faxes with multiple attachments to multiple recipients
- View/cancel/delete sent faxes
- View/delete/route received faxes
- View faxes as GIF images or TIF files in an external viewer
- Nested folders for easy filing of fax documents

### FACSys Fax Connector for Microsoft Exchange Server Option

The FACSys Fax Connector operates as a core part of the Microsoft Exchange Server architecture. Because of the complete integration between the systems, the Fax Connector takes advantage of the message routing, management, and monitoring features built into Microsoft Exchange Server.

Some features of Fax Connector include:

- Native Connector to Microsoft Exchange Server
- Supports Microsoft Exchange 4.0, 5.0, 5.5 and Outlook
- Single Point of Administration
- Automatic Load Balancing and Fax Server Resource Pooling
- Fault Tolerance
- Least Cost Routing of Fax Messages
- Client Extension and Outlook Forms Support
- Mailbox Agent Service for Monitoring Pending Outbound Faxes
- Cover Page Support and Configuration

### Minimum System Requirements for FACSys Server Software

- Windows NT Server 4.0 (SP3 or SP4)
- Intel or Alpha workstation
- 32 MB of system RAM
- 200 MB hard disk space for system files
- At least one supported fax board or connection to an external service provider
- Windows NT supported network adapter
- Supports up to 48 fax lines per server

### Minimum System Requirements for FACSys Administrator Program

- Intel workstation
- Windows 95/98, Windows NT Server or NT Workstation 4.0
- 32 MB of system RAM
- 5 MB hard disk space
- Network connectivity to the FACSys fax server

### Minimum System Requirements for FACSys Desktop Client Software

- Intel workstation
- Windows 95/98 or Windows NT 4.0
- 16 MB of system RAM
- 10 MB hard disk space
- Network connectivity to the FACSys fax server

### System Requirements for FACSys Web Agent 2.1

- Internet Server requires IIS 3.0 SP3 or 4.0 with Active Server Pages installed
- Internet Server requires access to at least one FACSys fax server running FACSys 4.51 or higher
- Remote workstations require 32-bit operating system with minimum of Internet Explorer 4.0 or Netscape Communicator/Navigator 3.0.

### Technical Support

While FACSys Authorized Resellers provide full support for the FACSys product line, Optus Software offers additional assistance via the Internet; <http://www.facsys.com>; by email; [support@facsys.com](mailto:support@facsys.com); or by phone at 732.271.9568.

### FACSys Enabled Products

A well-integrated fax messaging platform can do much more than enable users to send faxes without leaving their desks. It can release the additional potential value residing in databases, customer service applications, workflow systems, document imaging tools and many other enterprise assets.

That is why Optus has forged solid strategic partnerships with many of the leading hardware/software companies and service providers in the communications industry. These partnerships provide FACSys users with links to a wide and diverse range of resources, opening up a world of communications possibilities. From email and voicemail to customer and enterprise resource management, no other fax server vendor offers a greater spectrum of complementary business solutions for complete workflow and messaging solutions.

For a complete list of FACSys Enabled products, please visit the partner section of our web site at <http://www.facsys.com>.



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