

Do More with MESSAGEmanager

MESSAGEmanager FAX Server and Multifunction Devices

To meet the demands of business to share information faster and more cost effectively, many organisations today have installed multifunction devices (MFD) which provide print, scan, copy and fax functions.

By integrating an MFD with MESSAGEmanager, business will reduce costs and improve productivity by taking advantage of MESSAGEmanager Intelligent FAX Technology.

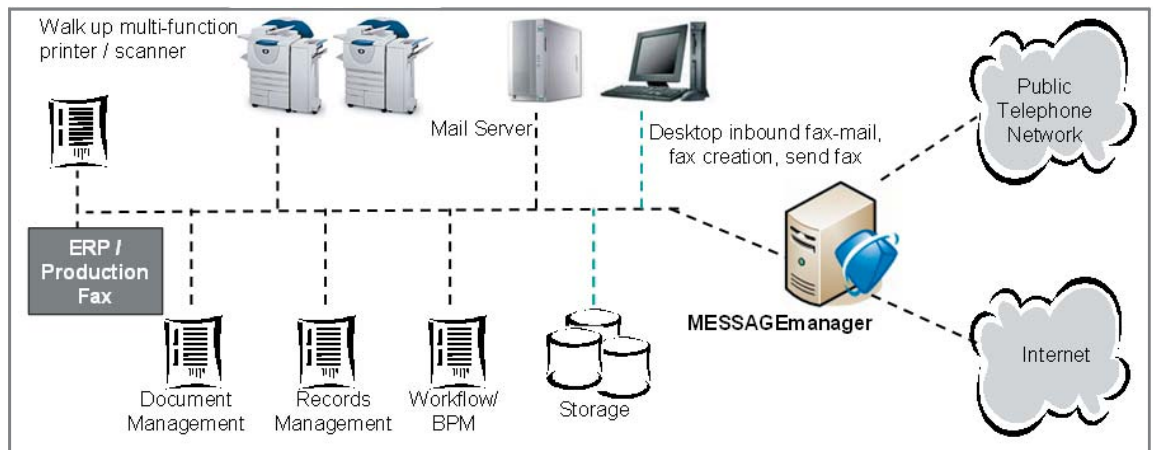
Organisations gain enormous benefits by integrating their MFD with MESSAGEmanager:

- Rapid delivery of documents via PSTN and/or IP Networks
- Flexible delivery options
- Compliance Benefits from Centralised Administration and Control
- Security
- Improves Employee Productivity

Fax Document Management Systems: Perfect Fit for Workflow and Compliance Requirements

How it works

The MFD is connected to the corporate LAN. Most MFD's and scanners support functions such as scan to mail which allow the user to send hard copy to a mailbox address.



To send hard copy from an MFD integrated with MESSAGEmanager the user places the cover page and hard copy message content on the MFD and enters the fax number with the MESSAGEmanager fax domain name, e.g. 84488847@fax and presses Send!

For MESSAGEmanager to automatically generate a cover page you address the message to Ivor Livingston/ MESSAGEmanager/84488847@fax. Options are also available for priority and charge code.

Commonly used fax numbers can be stored in the MFD address book.

MESSAGEmanager receives the scanned hard copy as PDF via SMTP (the MFD looks like a client to the mail host). The fax message can now be profiled into the DMS in the same manner outgoing mail is profiled.

Details of the message transmission request are entered in the MESSAGEmanager database and when a line becomes available the PDF is converted to G3 Tiff and the message transmitted.

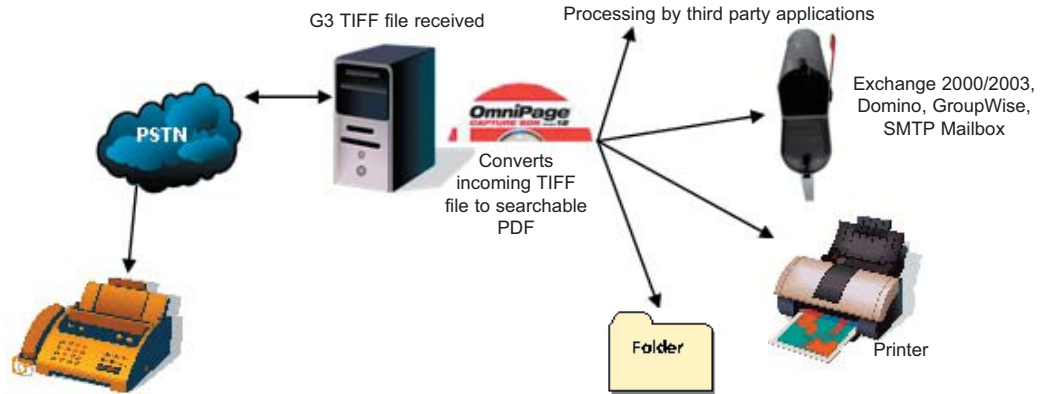
An archive copy of all messages sent and received is available in the Audit Database.

Users are automatically notified by mail with the details of the success or failure of the transmission and the cost of the call. If required you can also receive a copy of the sent fax. Should the transmission fail, the sender is advised of the reason for failure.

Incoming

Incoming faxes can be routed direct to user mailboxes by mapping DID numbers to users' mailboxes. MESSAGEmanager also supports routing to public folders, manual routing by the Administrator to a users' mailbox or redirection to a printer or MFD.

Messages are delivered in TIFF or searchable PDF format as a mail attachment and can be displayed on your workstation or printed.



- All faxes received on a specific line may be printed directly by the MESSAGEmanager Server (in addition to Gateway processing).
- Faxes can be forwarded to any Gateway route:
 - o Domino
 - o Exchange 2000/2003
 - o GroupWise
 - o SAP
 - o SMTP
 - o Windows client
 - o Printer
 - o Directory and an optional text file with details
- Faxes can also be processed by a third party application.

The key to delivering messages is the Routing Information (DNS) such as the number the caller dialled which can be received with the message. Line number and received CSID do not require routing information unique to a recipient.

DID information may be obtained by:

- Inband signalling from the PBX, i.e. number dialled is passed with the telephone call as DTMF tones.
- RS232 or TCP/IP connection from the PBX, i.e. number dialled and other details about the call is passed via an RS232 or TCP/IP port.
- ISDN (BRI or PRI) connection from a Telco or PBX, i.e. number dialled and calling party is passed via the D channel of the ISDN connection. MESSAGEmanager treats ISDN Routing Information the same as Inband/DTMF.

Rapid delivery of documents via PSTN and/or IP Networks

MESSAGEmanager supports both T.30 Fax on PSTN and T.38 on high speed IP networks. MESSAGEmanager scales from analog line to fractional Primary Rate and multiple Primary Rate lines. Multiple servers can work together across the enterprise, sharing the workload and reducing call costs by diverting fax messages to a Server or Gateway that can deliver the message to the final destination more economically.

By consolidating all faxing via MESSAGEmanager, organisations eliminate the cost of maintaining dedicated phone lines for each fax machine.

Flexible delivery options

Messages can be scheduled as urgent, normal or deferred to an off-peak time. The cost of the fax can be charged to a job or department.

Messages are automatically retried according to service conditions received from the network and the number called. The number of retries and interval between each retry is configurable.

Compliance Benefits from Centralised Administration and Control

With MESSAGEmanager managing the flow of faxed information in an electronic, not paper, format, IT departments can easily structure how that information is accepted, routed, audited, and archived. MESSAGEmanager can be easily integrated with Document Management Systems, Workflow and Business Processes.

MESSAGEmanager, integrated with a Document Management System, enables organisations to have an auditable log of all of all inbound and outbound transmissions, including length/pages, time and destination/source, as well as any indexed searchable content.

Security

MESSAGEmanager enables users to receive incoming facsimiles in their mailbox avoiding the risk of leaving sensitive information in plain view and unintentionally exposing sensitive information.

Improves Employee Productivity

By assigning MESSAGEmanager with the responsibility for delivery of the message to the fax address, Office Productivity is improved by reducing employee dead time waiting at the machine to confirm delivery or the number being retried.