

FAXFACTS

FAX SERVER

The **FAXFACTS**® fax server is designed to simplify your life by fulfilling all of your inbound and outbound faxing needs. **FAXFACTS** enables faxing from every desktop in your company and can add faxing support to your existing business applications. Fax communication is reliable, more widely accepted than e-mail, virus free and legally binding. **FAXFACTS** automates faxing procedures and adds accountability to your faxing operations. **FAXFACTS** fax servers are found in organizations of all sizes, ranging from small businesses to Fortune 500 enterprises and government agencies.

Desktop Faxing

FAXFACTS adds faxing capabilities to any PC in your network, while seamlessly operating with a full array of business applications. Using the **FAXFACTS** print driver you can send faxes from nearly any Windows program. Inbound faxes can be routed directly to your desktop machine eliminating the need to check the fax machine or printer.

WORKSTATION Client

The fax server includes the **COPIAFACTS WORKSTATION** client and print drivers for 32 and 64-bit Native Windows clients. The client includes a fax viewer and annotator, fax mail boxes, a fax status program, default coversheets and a coversheet editor. Since the **WORKSTATION** client is part of the **COPIAFACTS** suite it also works with **VOICEFACTS** and **E-MAILFACTS** for voice or e-mail broadcasts.

Address Book support

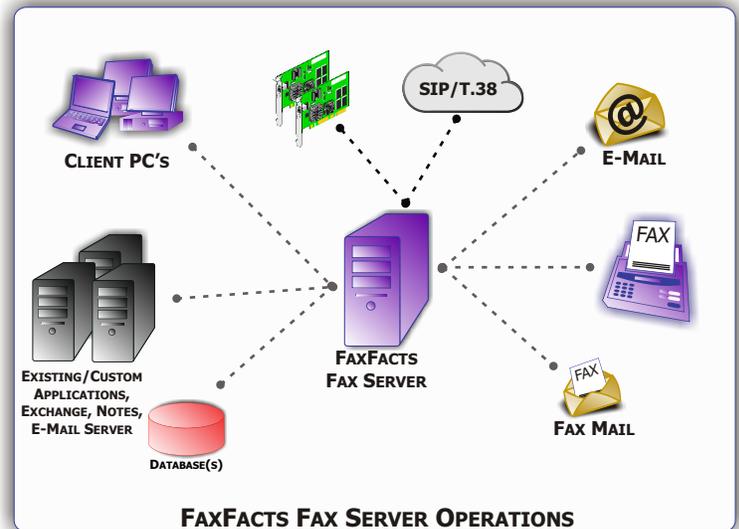
A built in address book is included but you can also link to your existing address books from popular programs like Outlook, or CRM managers like GoldMine, ACT and SalesLogix. Your contacts can come from almost any existing database source, such as SQL, Oracle, dBase, MySQL, etc. allowing integration with your existing network applications or custom processes.

Do Not Send/Junk Fax

Before a fax leaves your **FAXFACTS** system it can be checked against multiple DO-NOT-SEND lists. This feature ensures that only authorized or pre-approved faxes leave your system. Junk faxes can be blocked by setting up a junk fax list that will ignore incoming calls from junk fax senders.

Document Conversion & E-Mail Integration Support

You can seamlessly integrate fax into your daily operations. Fax common office documents, such as Microsoft Word, Excel or PowerPoint, without manually converting them into a faxable format. You can also convert incoming faxes to Adobe PDF and forward to your e-mail with Copia's **E-MAILFACTS** program, create custom coversheets, direct mailers and forms. **FaxFACTS** integrates with Exchange without the need to extend the AD schema. The universal SMTP e-mail to fax engine option allows remote users full faxing capabilities if they are using Outlook via Exchange, Outlook independent of Exchange (POP3/SMTP) or any other SMTP capable mail server (Ex. Notes).



FAXFACTS FAX SERVER OPERATIONS

INBOUND ROUTING

FAXFACTS allows the routing of incoming faxes using any of the leading inbound routing methods.

You have full control over inbound routing options. Choose a single method, like placing inbound faxes in a fax mailbox, or combine several different methods like printing, e-mailing and archiving the same inbound fax.

Inbound Options

- Automatic Printing
- Individual fax mailboxes
- Dual Tone Multi-Frequency (DTMF)
- Direct Inward Dialing (DID) or ANI
- Optical Character Recognition (OCR)
- Manual Routing
- Routing to an e-mail inbox

With Direct Inward Dial (DID) inbound routing, each employee can manage their inbound faxes as they please. By using DID phone numbers assigned by your phone company, inbound faxes can be routed via the employees preferred method(s).

ACCOUNTABILITY & REPORTING

It is important to maintain an accurate record of all outbound faxes. Stand-alone fax machines generate unaccountable fax transmissions, but **FAXFACTS** accounts for each fax sent or received.

FAXFACTS by default records a database of received and transmitted faxes in a dBase format for easy access. You can additionally have **FAXFACTS** update any additional database(s) (Oracle, MySQL, etc.) before and/or after sending giving you more flexibility incorporating fax into your existing reports.

FAXFACTS makes perfect sense for companies using document management software or complying with government regulations including the Sarbanes-Oxley Act, the Telephone Consumer Protection Act (TCPA) or the Health Insurance Portability and Accountability Act (HIPAA).

EXPAND YOUR PBX WITH FAX ADD-ON SUPPORT

PBX vendors for years have been relying on **FaxFACTS** for reliable inbound/outbound fax operations. **FaxFACTS** can add or improve faxing capabilities for almost **any PBX system**. Third party support for HP digital senders and add-on programs for OCR, fax image enhancement, SMS messaging or inbound form processing is also available to extend FaxFacts' capabilities.

SMALL BUSINESSES

The scalability and low entry cost of **FaxFACTS** lets small businesses enjoy the benefits of digitizing fax operations using a network fax server. Costs associated with standalone fax machines are surprisingly substantial for even the smallest company with paper, toner/ink, employee time, and sluggish sending speeds all adding up into a major expense. **FaxFACTS** systems usually pay for themselves, depending on volume, in a few months, while at the same time increasing your efficiency at doing business.

INTELLIGENT RETRIES AND AUTO-REPLIES

FaxFACTS allows you flexibility in configuring retries of failed faxes. For example, a fax that encounters a busy signal can be set to retry any number of times, at any time interval, at a specific time, or even as specific as 2:00 PM on the next business day.

The **FaxFACTS** fax server can generate auto-replies on inbound faxes to indicate a successful receipt, which is often critical for financial and form processing organizations.

CUSTOM INTERFACE (API)

Complete control of **FaxFACTS** is available through the file based **COPIAFACTS API** and scripting language. This universal approach to integration allows for customization without the need for specialized programming skills or use of a specific programming language like ActiveX, .NET, or Visual Basic, etc.

Through the API you can add faxing capabilities to your current intranet applications or your non-fax-enabled business applications. The API allows for faxes to be posted to nearly any database or file system while the engine(s) will process and post back information on their status to any application or other database you require.

It's also easy to integrate with the latest web-based applications and infrastructures. This allows for the most flexibility in the market and ability to adapt to any programming environment.

ADDITIONAL FAXFACTS FEATURES

- Fax Broadcast
- Mail Merge to Fax
- Email to Fax routing
- Auto Load balancing servers
- Centralized Management
- Log access for reports
- Job Administration
- Color Faxing Support
- SMTP E-Mail Gateway
- Virtual Fax (FoIP) - Boardless

PRICING

FaxFACTS fax server pricing is based upon the number of phone lines or ports in the system. Included with each line is support for unlimited users, eliminating a per-user charge. A standard **FaxFACTS** installation will do almost everything, but any optional add-on components are priced à la carte giving you the power to buy only the features you need.

HARDWARE AND VIRTUAL FAXING

FaxFACTS can be configured with traditional intelligent grade fax hardware from Dialogic (including Brooktrout and Diva Server media boards) and Sangoma as well as boardless FoIP, VoIP and SIP solutions from suppliers like Commetrex We can even support a mix of traditional and virtual!

Phone lines can be analog, digital (T1, E1, ISDN, BRI, PRI), or virtual (SIP, VoIP, FoIP).

We can design in redundancy and load balancing across servers, phone line types and even locations. You can expand your system to an unlimited number of lines as the servers support automatic load-balancing.

Copia will work closely with you to determine the best solution for your application, based on your needs, price, features, and ability to upgrade. We like to guide you through even the most difficult T1 or E1 installations or SIP provider configurations. Fax traffic is unique on your network and we have setup systems of all shapes and sizes.

