

# FAXFACTS

## FAX SERVER

The FAXFACTS® network 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 Windows 95/98/NT/2000/XP. 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

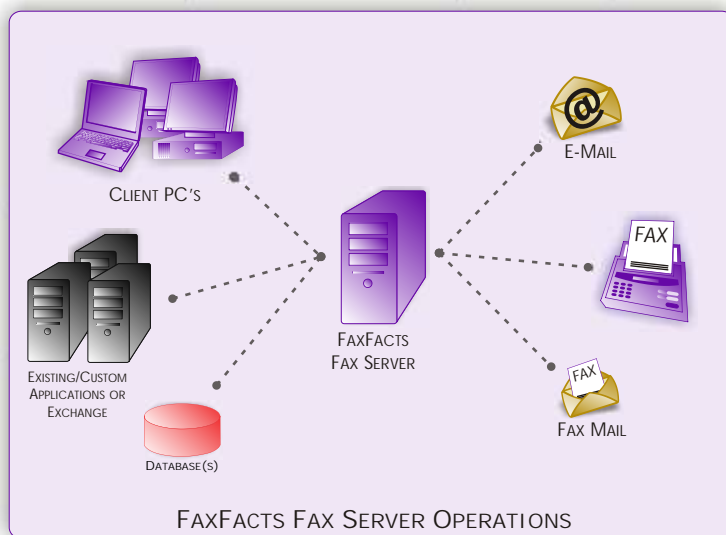
A built in address book is included but you can also link to your existing address books from popular programs like Outlook, or CRM managers like GoldMine, ACT and SalesLogix. Your contacts can come from almost any existing database source, such as SQL, Oracle, dBase, etc. allowing integration with your 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 for forwarding to 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 or even Outlook independent of Exchange (POP3/SMTP).



## 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).

## VERTICAL TELEVANTAGE & ADD-ON SUPPORT

TeleVantage users and resellers have been relying on FAXFACTS for reliable inbound/outbound fax operations since TeleVantage's introduction in 1998. Support for PBX systems is not limited to TeleVantage, 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 are also available.



## 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.

- ADDITIONAL FAXFACTS FEATURES**
- Fax Broadcast
  - Mail Merge to Fax
  - E-Mail to fax routing
  - Auto Load balancing servers
  - Centralized Management
  - Log access for reports
  - Job Administration
  - Optional WinFax Pro Client

## 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 you need, but any optional add-on components are priced à la carte giving you the power to buy only the features you need.

## HARDWARE

FAXFACTS only supports intelligent grade fax boards from manufactures like Brooktrout, Intel/Dialogic, Commetrex, and Eicon. Support for either analog or digital (T1, E1, ISDN) phone lines is included and a single chassis can support over 300 lines. Fax server systems can be as large as you need with no pre-set line limits and automatic load-balancing.



Copia works closely with you to determine the correct hardware solution, based on your system needs, by comparing price, features, and upgradeability. For systems that include a T1 or E1 installation we work with you, your PBX provider and your phone company to make sure the installation goes as smoothly as possible.



### Corporate Headquarters

Copia International Ltd.  
1220 Iroquois Drive  
Naperville, IL 60563  
USA  
<http://www.copia.com>  
Tel: 630-388-6900  
800-689-8898  
Fax: 630-778-8848

### European Headquarters

Copia UK Ltd.  
Orchard House  
Ogbourne St. George  
Marlborough  
Wiltshire SN8 1SU  
England  
<http://www.copiauk.com>  
Tel: +44 1672 841393  
Fax: +44 1672 841396