

ALCATEL-LUCENT OPENTOUCH FAX CENTER RELEASE 7.6

The Alcatel-Lucent OpenTouch® Fax Center yields a significant return on investment and costs appreciably less than leading legacy fax server solutions by using “boardless” Fax over IP (FoIP) technology. This scalable, full featured, software-only FoIP solution is ideal for enterprises that are realigning their business processes and workforce to use newly adopted IP environments. The boardless OpenTouch Fax Center supports mobility and faxing anywhere, anytime.

XMedius

The OpenTouch Fax Center integrates seamlessly with voice over IP (VoIP) technology and the T.38 fax relay capabilities of leading Alcatel-Lucent VoIP gateways. The application is available independently and as part of the Alcatel-Lucent OpenTouch solutions, thus enriching unified messaging with faxes in addition to e-mail and voice messaging.

Our third party application partner, XMedius, completes our fax offer with a fast, secure and robust IP fax software solution. This solution has proven its market leadership in boardless T.38 FoIP by being ranked number one for five consecutive years in the global IP fax market and by receiving numerous IP telephony awards.

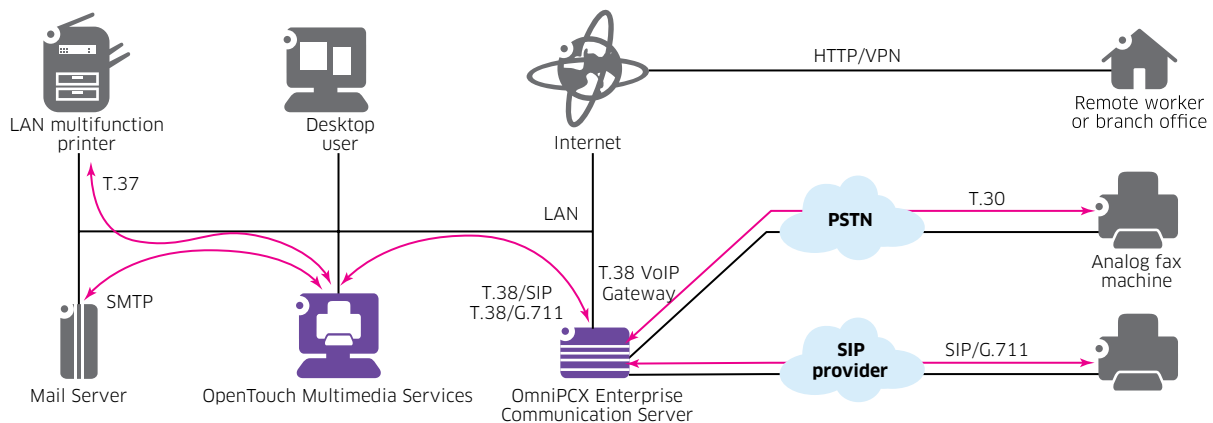
FEATURES

- Provides a full software-based solution with SUSE® Enterprise Linux® environment on the server side
- Supports SIP/T.38 and G.711 as protocols
- Enables transmission and receipt of faxes from:
 - Anywhere through secure web access
 - Any SMTP-based e-mail messaging system (advanced features through user forms are available for Microsoft® Outlook® messaging software and IBM® Lotus Notes® mailbox)
 - Any desktop application through a virtual fax printer
 - Any T.37 compatible multifunction printer
- Assures system management from anywhere through secure web administration

BENEFITS

- Hardware-agnostic and easy to deliver because it is a pure software solution
 - Provides seamless IP-PBX integration and virtual machine support
 - Is an integrate part of Alcatel-Lucent OpenTouch Multimedia Services and Alcatel-Lucent OpenTouch Business Edition
- Improves collaboration and productivity
 - Manages large fax volumes and delivers high levels of scalability, reliability and availability
- Offers document communication, processing and storage
- Streamlines business workflow
- Improves customer interaction
- Cost savings and ROI
 - Reduces ongoing fax machine related costs
 - Eliminates junk faxes, reduces printing costs through paper use
 - Reduces energy consumption to advance eco-sustainability initiatives
- Reduces single purpose hardware and analog circuits
- Facilitates security and compliance
 - Routes sensitive documents to designated recipients
 - Provides an audit trail of transactions

Figure 1. Boardless FoIP



HIGHLIGHTS

Lower telecom costs – increase employee productivity

The OpenTouch Fax Center boosts productivity over manual faxing because users no longer need to make time consuming trips to the fax machine. The OpenTouch Fax Center also reduces telecom costs significantly when compared to traditional faxing by eliminating costly analog phone lines, hardware, maintenance and supplies. As a result, organizations can save tens of thousands of dollars a year.

Security and compliance

The OpenTouch Fax Center protects document privacy and facilitates compliance with regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) and the Sarbanes-Oxley Act. It routes sensitive documents in TIFF or PDF format through the security of VoIP networks and virtual private network (VPN) encryption to approved recipients and designated secure printers.

Scalability

As a completely software-based solution, the OpenTouch Fax Center is scalable up to tens of thousands of users.

OpenTouch Fax Center and OpenTouch Multimedia Services solution

The OpenTouch Fax Center seamlessly integrates with the OpenTouch Multimedia Solution and thus complements the unified messaging experience as fax messages are presented in the user's e-mail inbox. Moreover, the OpenTouch Fax Center and the OpenTouch Multimedia Solution can run on the same physical server thus saving hardware costs. Furthermore, the OpenTouch Fax Center is a native part of the OpenTouch Business Edition.

Easy integration with e-mail

The OpenTouch Fax Center easily integrates with an existing e-mail system to enable users to send and receive faxes from their desktops. Advanced features

through user forms are available for Microsoft Outlook and IBM Lotus Notes.

Positive environmental impact

The OpenTouch Fax Center helps to reduce paper use, saves water, preserves forests and helps saving energy.

Overall system reliability

XMedius pioneered boardless FoIP technology and remains the industry leader.

TECHNICAL SPECIFICATIONS

Protocol support

- T.38, G.711 transparent, SIP, SIP-TLS
- T.38 error correction mode (ECM)

Fax communication characteristics

- Support for Group 3 fax and transmission speed of up to 33,6kb/s
- Support for 100x200, 200x200, 300x300 and 400x400 resolutions

Inbound routing

- Methods: dialed number identification service (DNIS), call station ID (CSID), automatic number identification (ANI), DTMF codes
- Destinations: user, e-mail, printer, folder

E-mail server support

- Microsoft Exchange™ 2007/2003/2010/2013/2016
- Lotus Domino® R6.5, R7.0, R8, R8.5, R8.5.3, R9.0.x
- Any SMTP-compliant mail server
- Microsoft Office 365™

Send faxes

- From web access
 - compatible with Section 508 of the US Rehabilitation act
 - compatible with the European e-inclusion requirements
- From email client
- Any software using print to fax driver
- Multifunction printer using T.37 protocol
- Scheduled faxing
 - DTMF codes sending support
 - Number discrimination

User interface available in several languages

- English
- French
- German
- Italian
- Portuguese
- Spanish
- Russian

Notification of fax arrival

- To one or several email addresses
 - HTML or text format
 - Fax attachments in PDF or fax TIFF
- To one or several printers
- To one or several users (web interface)
- Into a folder

Administration – serviceability

- Active Directory® directory service / Microsoft Exchange integration
 - Single Sign On support based on Kerberos authentication
 - Multi-timezone support
 - Graphical fax port monitor
- Exportable transaction logs
- Backup / restore server settings and faxes with script automation
- Mass provisioning
 - SNMP traps
- Localization of the administrator interface
 - English
 - French

Accounting facilities

- For an outgoing fax call, there is the possibility to generate an accounting ticket on the Alcatel-Lucent OmniPCX Enterprise Communication Server

Server conversion of documents

- 45 different file formats are supported amongst which are
 - Adobe® PDF
 - HTML, JPEG, GIF and RTF
 - Output to G3 and G4 TIFF fax formats in fine and ultra-fine resolutions

Multifunction printers support

- Multifunction printers (Sagemcom, OKI® Printing Solutions, Hewlett-Packard®, XEROX®, Lexmark™) with scan-to-e-mail or T.37 functionality

Operating systems

- Server: SUSE Enterprise Linux Release 12
- Server virtualization:
 - ESX/vSphere R5.x, R6
 - Support of VMware V-motion and VMware HA
 - Microsoft Hyper-V virtualization environment: Windows Server 2012 as well as Hyper-V Server 2012
- Clients: Microsoft Windows® XP/7/8/8.1/10

Hardware requirements

- SUSE Enterprise Linux-compatible server platforms
- Minimum configuration: Pentium 4, 1.3 GHz, 512 MB RAM, 10 GB hard drive, Ethernet Card (server running only fax server, two simultaneous fax channels, 50 users)
- Typical hardware requirements are:
 - 2 CPU Cores (logical or real) @1.8GHz
 - 2 GB of RAM
 - 100 Mbps network adapter
 - Hard disk storage: for 100,000 outbound faxes ~ 40 GB, for 100,000 inbound faxes ~ 15 GB
- Native part of OpenTouch Multimedia Services and OpenTouch Business Edition

Provisioning

- Up to 15,000 users and 30 simultaneous fax channels on a dedicated physical or virtualized server.
- Up to 1500 users and 10 simultaneous fax channels with OpenTouch Business Edition.
- Up to 1500 users and 10 simultaneous fax channels when sharing a common server platform with OpenTouch Multimedia Services.