

# MESSAGEmanager

## F A X S E R V I C E S

*Designed for the most demanding fax applications*

# MESSAGEmanager FAX

## The Ideal FAX Solution for Desktop, Email, CRM, ERP and Unified Messaging Applications

Scalable from a single departmental network to an enterprise-wide deployment MESSAGEmanager FAX seamlessly integrates with all popular mail, ERP and CRM applications and Web browsers including Microsoft Exchange, Lotus Notes, Internet Mail, GroupWise, SAP, Peoplesoft, JD Edwards, Oracle, Epicor and many network, mini and mainframe applications.

With support for Desktop, Web Browser, COM and XML, MESSAGEmanager is easily integrated into many third party products.

Each Server can support up to 120 lines. Multiple machines can be configured for backup, load sharing and least cost routing over the Internet to a Server ideally located to send the message, based on call costs, processing capacity and workload.

MESSAGEmanager supports all major European languages, Hebrew, Arabic, Chinese, Korean and Japanese character sets.

### MAIL

MESSAGEmanager Fax works exactly like mail, just enter the fax address and send. The native client interface provides all the facilities necessary to create, send, receive and display fax messages without the cost of installation, training and support of additional software on the user's desktop.

All Windows formats including Word, Excel, PowerPoint, Postscript, PCL, HTML, Rich Text, PDF etc. are converted on the Server to crisp, clear, quality G3 or G4 facsimiles with the fonts, formats and graphics intact.

Incoming facsimiles can be automatically routed direct to a mailbox, workstation or printer. Alternatively, messages can be manually routed by the administrator or routed to a printer.

Notification of the success or failure of the transmission and if required a copy of the transmitted fax, is sent to the users mailbox.

FAX Queues can be managed from any workstation with the Web Browser client.

### Exchange FAX Connector

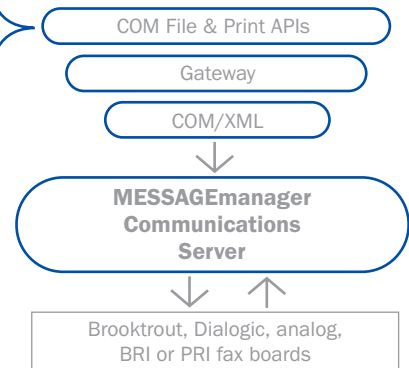
MESSAGEmanager Connector provides seamless integration for Exchange 2000 and 5.5.

Addresses can be maintained in Personal and Global Address books or a Contact Database.

Active Directory support eliminates the overheads required to maintain duplicate databases and synchronize with proprietary user databases.

MESSAGEmanager and Microsoft Exchange ideally operate on separate machines.

Epicor  
Optio  
SAP  
Internet Explorer  
Exchange  
GroupWise  
Create!Fax  
Oracle  
Pronto  
JDEdwards  
Netscape  
Misys  
Adobe  
Domino  
ThruFax



### Notes/Domino FAX

The Notes API provides seamless integration for Domino users via a Foreign Domain (fax) to MESSAGEmanager FAX. Fax messages can be created with the standard Notes memo or the customised MESSAGEmanager templates.

Fax messages can be created remotely and transmitted when replicated to Domino Server.

MESSAGEmanager supports Lotus Notes R5 or R6 client. MESSAGEmanager and Domino operate ideally on separate machines.

### GroupWise

MESSAGEmanager supports the GroupWise API or SMTP for integration with the FAX services.

### SMTP

MESSAGEmanager SMTP Gateway provides an interface to FAX for SMTP mail or POP3 sites. MESSAGEmanager is addressed as an SMTP host with the fax address @faxdomain with or without MIME or Unencoded attachments.

### ERP & CRM

SAP, Oracle, JDE, OneWorld, PeopleSoft, Epicor and Pronto users can fax critical documents such as purchase orders, remittance advices, invoices and statements with MESSAGEmanager directly or via third party applications such as Jetform (now Adobe), Optio, Wilcom and CreateFAX!

MESSAGEmanager interfaces with SAP via SAPcomm or the SAPconnect BC-CON specification. SAPcomm does not need to be installed.

### Desktop Clients

#### Web Client

The Web Client allows you to send, receive and manage your messages from anywhere on the Internet. This client includes Access compatible Private and Global Phone Books to store address information and supports access from corporate OLEDB and ODBC databases to the phone book.

## Print to FAX

Windows PrintToFax is a powerful 32 bit desktop fax application for Windows NT, 95, 98, and 2000 users. To send a fax just click on the FAX Icon in the System Tray, or select the fax printer and print. The Access compatible Address Books store individual fax addresses or broadcast lists.

## API's

The COM API is a powerful interface for third party applications written in VB, C++, Javascript and VBScript to send and receive fax, telex, SMS, mail messages and query message status.

The File Pickup API is a simple interface for applications that wish to output messages to fax, SMS, telex and mail destinations. Destination address, file reference, priority, notification details and attachment details are submitted in an ASCII or Postscript file to a directory that is polled by the FAX Services.

Attachments can be in any Windows, PCL or Postscript format. Text conversion facilities include opaque or transparent image overlay, landscape, different fonts, word wrap, etc.

Message results i.e. success or failure of transmission, can be extracted from a dbase or ASCII comma delimited file, a cumulative ASCII journal file or posted to a users mailbox.

## Administration

Microsoft Management Console (MMC) Snap-Ins provide industry standard tools to configure and manage FAX Services. All components present familiar tabbed controls to minimise training costs and learning time.

## Servers & Gateways

MESSAGEmanager can be installed and configured at the Server console or remotely. You can remotely maintain and control FAX Servers anywhere on the network - even in different offices around the world - without bringing down the Server or network.

All error conditions, such as low disk space, no dialtone etc. are automatically reported so you can respond promptly and avoid system downtime. Messages over a predetermined age are automatically deleted, eliminating the need to housekeep old or obsolete messages.

## Prerequisites

The PC hardware designated as the Server must meet or exceed the following specifications. Processor and memory prerequisites vary according to the number of lines required and conversion requirements. Hard disk requirements are determined by the number of messages you wish to store and the period you wish to retain sent and received messages. A fax page requires approximately 35K disk space. Each line/board can process up to 80 pages per hour. You will need to have available the required number of PCI or ISA slots for fax boards, some of which are full length. Server prerequisites:

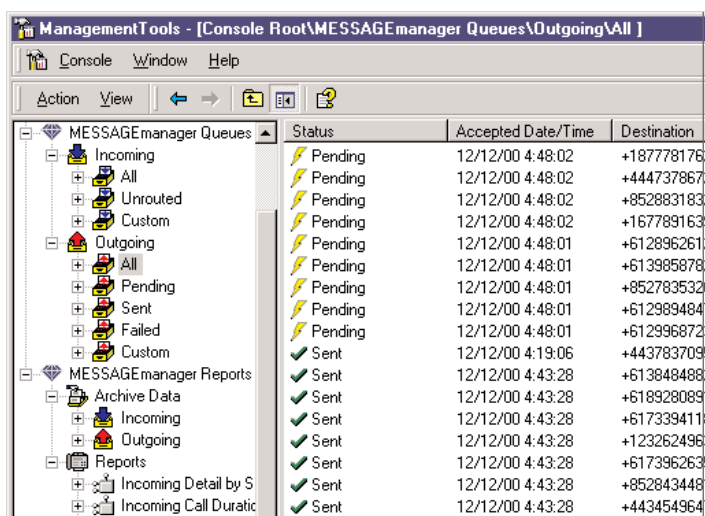
Windows 2000 and XP

- Windows 2000 Server or Professional with Service Pack 1 or higher, or Windows XP Professional
- PII processor
- 128 MB RAM
- 2GB free hard disk space
- Network interface card

## Queue Manager

MESSAGEmanager provides tools to manage the progress of messages from any Windows 2000 workstation, or from anywhere on the Internet:

- Check the status of any message
- Search for any message by status, date, time, received or sent CSID
- Display, print, or delete any message, or group of messages
- Forward a received message to another user or fax number
- Cancel or change the priority of a pending message
- Sort message by subject, fax number, account, addressee name and company
- Resubmit messages to the original or new destination



The screenshot shows the 'ManagementTools - [Console Root\MESSAGEmanager Queues\Outgoing\All ]' window. The left pane shows a tree view with folders for 'Incoming', 'Unrouted', 'Custom', 'Outgoing', 'Sent', 'Failed', 'Custom', 'MESSAGEmanager Reports', 'Archive Data', 'Incoming', 'Outgoing', 'Reports', 'Incoming Detail by S', and 'Incoming Call Duratic'. The right pane displays a table with columns: Status, Accepted Date/Time, and Destination.

Status	Accepted Date/Time	Destination
Pending	12/12/00 4:48:02	+187778176
Pending	12/12/00 4:48:02	+444737867
Pending	12/12/00 4:48:02	+852863183
Pending	12/12/00 4:48:02	+167789163
Pending	12/12/00 4:48:01	+612896261
Pending	12/12/00 4:48:01	+613985878
Pending	12/12/00 4:48:01	+852783532
Pending	12/12/00 4:48:01	+612989484
Pending	12/12/00 4:48:01	+612996872
Sent	12/12/00 4:19:06	+443783709
Sent	12/12/00 4:43:28	+613648488
Sent	12/12/00 4:43:28	+618928089
Sent	12/12/00 4:43:28	+617339411
Sent	12/12/00 4:43:28	+123262496
Sent	12/12/00 4:43:28	+617396263
Sent	12/12/00 4:43:28	+852843448
Sent	12/12/00 4:43:28	+443454964

Queue Manager

## Report Manager

MESSAGEmanager produces detailed Graphical and Statistical Reports on all fax activity.

- Estimated call cost by user
- Total call duration by user
- Total incoming and outgoing call duration by hour
- Summaries and detail of outgoing messages by sender or billing code
- Incoming message details sorted by Server



## About System Solution

System Solutions has been developing innovative communication solutions for over 20 years. System Solutions is a Microsoft Gold Partner and IBM Business Partner with a committed focus on industry standards, messaging trends and operating environments.

### Fax Boards supported:

Intel CPi/3000CT-E1-30 Channel ISDN PRI PCI FAX  
Intel CPi/400 PCI 4 Port analog Fax Board  
Intel D/120JCT-LS™ 12-Port analog PCI Voice/Fax Board  
Intel D41JCT-LS 4-Port analog PCI Voice/Fax Board  
Intel VFX/41JCT-LS 4-Port analog PCI Voice/Fax Board  
Intel DM/VF3001E1 30 Port PCI Voice/Fax Board  
Intel D/82JCT-U 8 port PCI, PBX, Voice & Fax Board

Brooktrout TR114-P2B 2 Port BRI ISDN PCI Fax Board  
Brooktrout TR114-P2L 2 Port PCI Fax Board  
Brooktrout TR114-P4B 4 Port BRI ISDN PCI Fax Board  
Brooktrout TR114-P4L 4 Port PCI Fax Board  
Brooktrout TruFax 100 1-channel PCI Fax Board  
Brooktrout TruFax 200 2-channel PCI Fax Board

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