

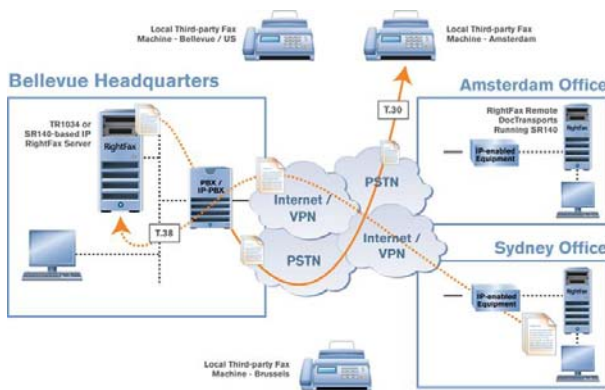
■ **Product Overview**

Open Text Fax Server (RightFax) – Support for Fax over IP (FoIP)

Consolidate voice, fax and data resources

Reduce network costs and complexity with a simplified and consolidated deployment. Adding FoIP to your telecommunications infrastructure lowers your total cost of ownership and future proofs your investment.

Using FoIP, organizations can extend the benefits of their IP infrastructure by integrating fax servers with their VoIP network. FoIP transmissions use the Internet for all or part of their journey from sender to receiver.



FoIP offers three major benefits:

- Leveraging the backbone of the Internet for fax communications
- Consolidating voice, data and fax communications under one system
- Helping organizations to avoid long-distance telephone tolls—similar to the savings that Open Text Fax Server users have realized for years using intelligent Least-cost Routing techniques

Overview

Organizations around the world are looking to consolidate voice, fax and data resources to cut costs and simplify their communications infrastructure. Voice over IP (VoIP) and FoIP are two technologies which have become critical to organizations as they create a unified strategy for voice and data communications. These technologies allow companies to reduce their total cost of ownership by eliminating telephony hardware and consolidating the management of voice, data and fax communications on one system.

Millions of fax machines and servers across the world can communicate only if they use the same “dictionary”, and the International Telecom Union (ITU) has adopted telecommunication standards to govern faxing. The most widely used include:

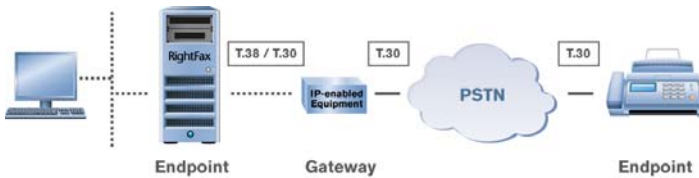
- T.30 – faxing over the publicly switched telephone network (PSTN)
 - Used to establish and maintain communication between two fax devices
- T.37 – Store and forward faxing using the internet
 - Uses email protocols like MIME or SMTP to translate faxes into emails
- T.38 – Real-time faxing over the internet, delivered like a fax call.
 - Encapsulates the T.30 protocol into T.38 data stream

Open Text Fax Server supports all three ITU protocols. The main driver for advancements in IP faxing is T.38 which supports real-time delivery and receipt of faxes. It is also predicted to have the highest demand within organizations that want to leverage their IP infrastructure and reap the benefits of real-time fax communications. T.38 support is available from a class of intelligent fax boards that can provide either T.30 PSTN or T.38 FoIP output or via the fax server software directly without the use of a fax board. The chart below outlines some of the benefits available with both options.

How It Works

With Fax Server 9.4, there are two options for implementing FoIP:

- Using hardware: Intelligent fax boards that support T.38
- Using a software-only T.38 solution



Endpoint

- Negotiates the connection
- Performs the image conversion
- Ethernet

Gateway

- Bi-directional translation from IP to TDM
- Ethernet & PSTN interfaces
- Mod/Demodulation

In either option, Fax Server 9.4 can now “talk” to a variety of IP-based Telco equipment like routers, gateways, or IP-PBXs that support FoIP protocols. Fax “packets” are streamed over the internet for all or part of its life cycle, much like a regular VoIP phone call. Although in many scenarios the fax call will never touch the copper-based PSTN, in most business settings the fax will end up on a recipient's PSTN-based fax machine.

Benefits of Real-Time FoIP

| | |
|---|---|
| Cost reduction | <p>Cost reductions are significant and easily apparent with a return on investment occurring in a short time period:</p> <ul style="list-style-type: none"> • Lower long distance and PSTN-based Telco charges • Less annual maintenance costs for PBXs • Lower total IP equipment maintenance costs |
| Technology Consolidation | <ul style="list-style-type: none"> • Takes advantage of excess capacity by sharing fax server resources across the enterprise • Takes advantage of existing IP infrastructure |
| Reduced complexity and simplified deployment | <ul style="list-style-type: none"> • Eliminates the need to maintain fax ports on the PBX • Reduces the amount of hardware and telephony equipment to manage • No need to dedicate resources to installing and maintaining fax boards |
| Lower obsolescence costs | <ul style="list-style-type: none"> • Eliminates the traditional multi-year fax board replacement cycle due to form factor obsolescence such as ISA, PCI (3.3v/5.0v), PCI-X and PCI-E (PCIe), among others. |



Technical Specifications

- RightFax® 9.3 FP1 or later (with latest service releases)
- Supports Dialogic® Brooktrout® TR1034 fax boards
- Supports Dialogic® Brooktrout® SR140; software-only FoIP. (No boards required)
- T.37 is available –contact your Open Text Representative

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